CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

Table of Contents

Quality Control Unit Overview

- QC Unit is managed by Public Health

- QC reviews Active and CAPERS Findings

- QC Specialist review cases based on state and federal regulations

- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.

- A subsample of each month's cases are reviewed by FNS.

- SNAP actions that are reviewed by QC and the QC-PAS are:

  - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.

  - SNAP CAPERS- are reviews of the processing status for which households were denied or terminated.

  - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
  - ***The most current training materials are uploaded on SharePoint under Training Tools by Topic.***
- PAS are now using the NEARS 3 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
  - Supplemental Nutrition Assistance Program (SNAP)
  - SNAP Timeliness
  - Child Care
  - Aid to Dependent Children (ADC)
  - Assistance to Aged, Blind, or Disabled Payment (AABD)
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
  - Interviewing
  - Processing
  - Change Management
  - Phone Observations

CHAPTER 2: FEDERAL REPORTING

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

Goal Statement: SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.
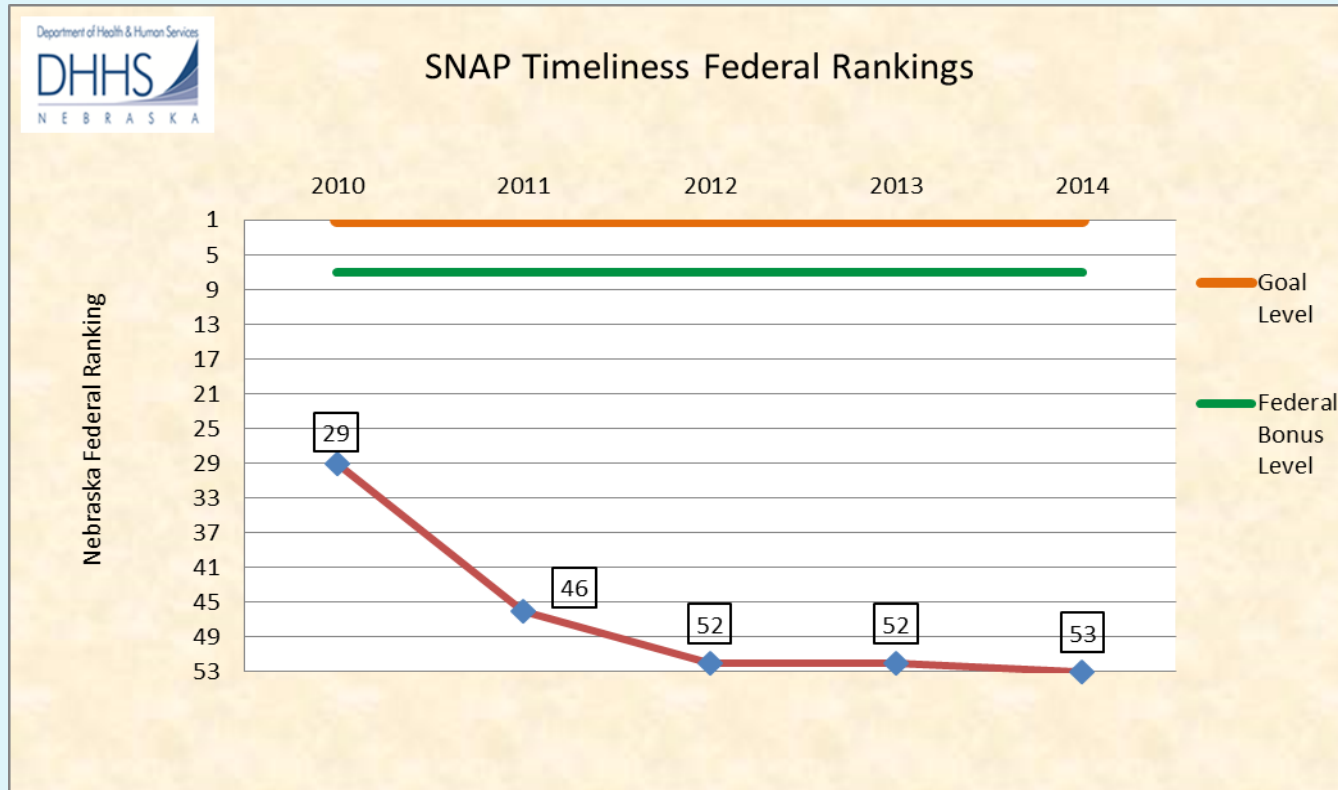
The above chart: Fiscal Year 2014 – Ranking covers the time period October 2013 to March 2014.

Most Current Information Updated: 8/2014.

Timeliness Rankings are released Quarterly.

Timeliness: measured from application receipt date for when benefits are administered and in the customers hands.

Active Findings

Strengths/Accomplishments:

Action Items:

Barriers:

Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.
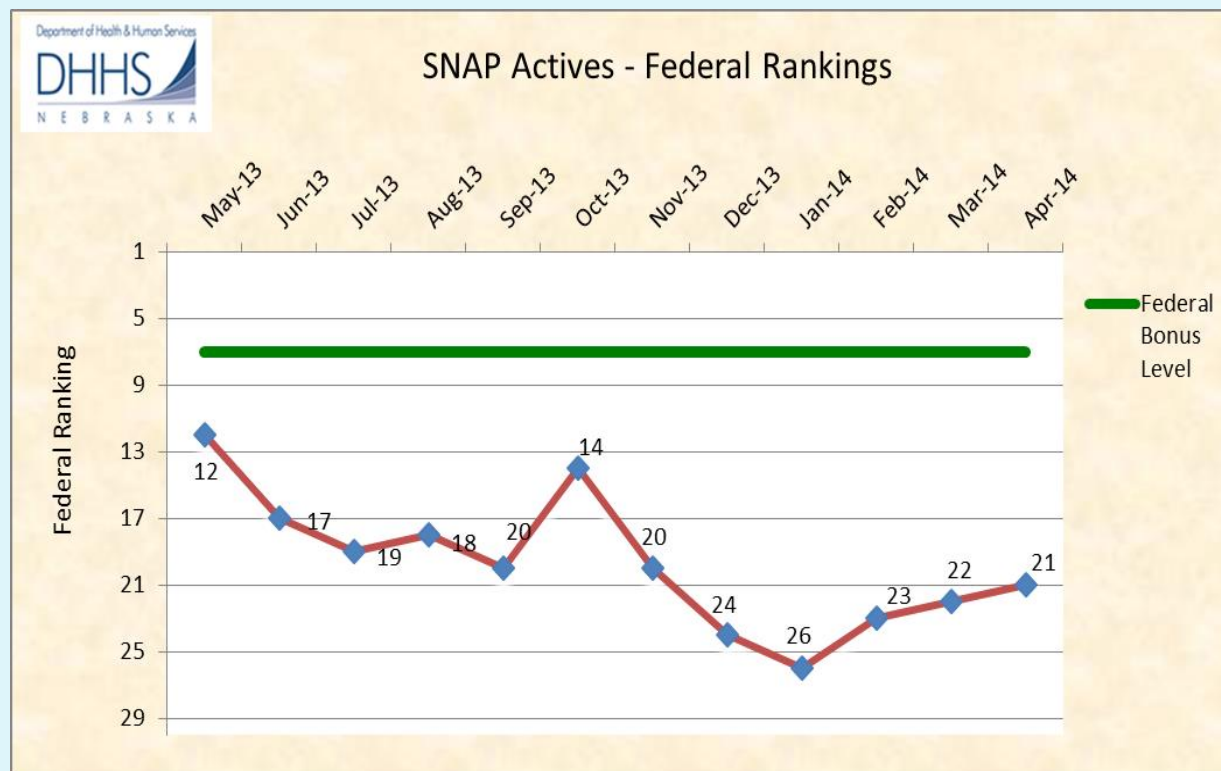
The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 4/2013 to 4/2014.

Updated:10/2014.

Active Errors

Department of Health & Human Services
DHHS NEBRASKA

April 2013-May 2014
SNAP Actives Total Errors Called

- 14% 9/65 Total Errors Called
- 22% 14/65 Total Errors Called
- 29% 19/65 Total Errors Called
- 35% 23/65 Total Errors Called

■ Client Caused Error ■ CSC Worker Error
■ Local Office Worker Error ■ Workflow Process Error
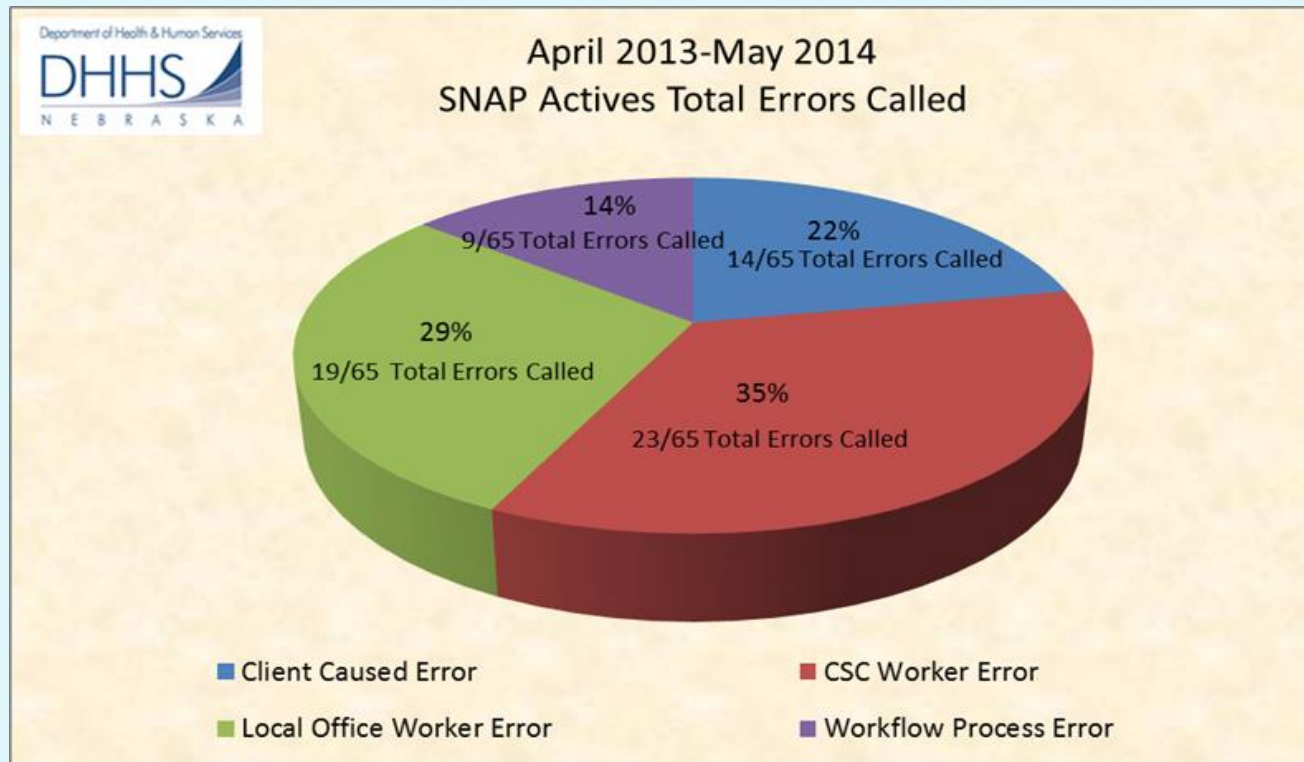
CSC Most Frequently Cited Errors
Earned Income not updated/budgeted incorrectly – 7
Unearned Income not updated/budgeted incorrectly – 6
Household Composition Incorrect – 5

Local Office Most Frequently Cited Errors
Earned Income not updated/budgeted incorrectly – 7
Unearned Income not updated/budgeted incorrectly – 5
Shelter/Utility Expenses not updated/incorrect used in budgets - 3

The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

CAPERS Findings

Strengths/Accomplishments:

Barriers:

Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.
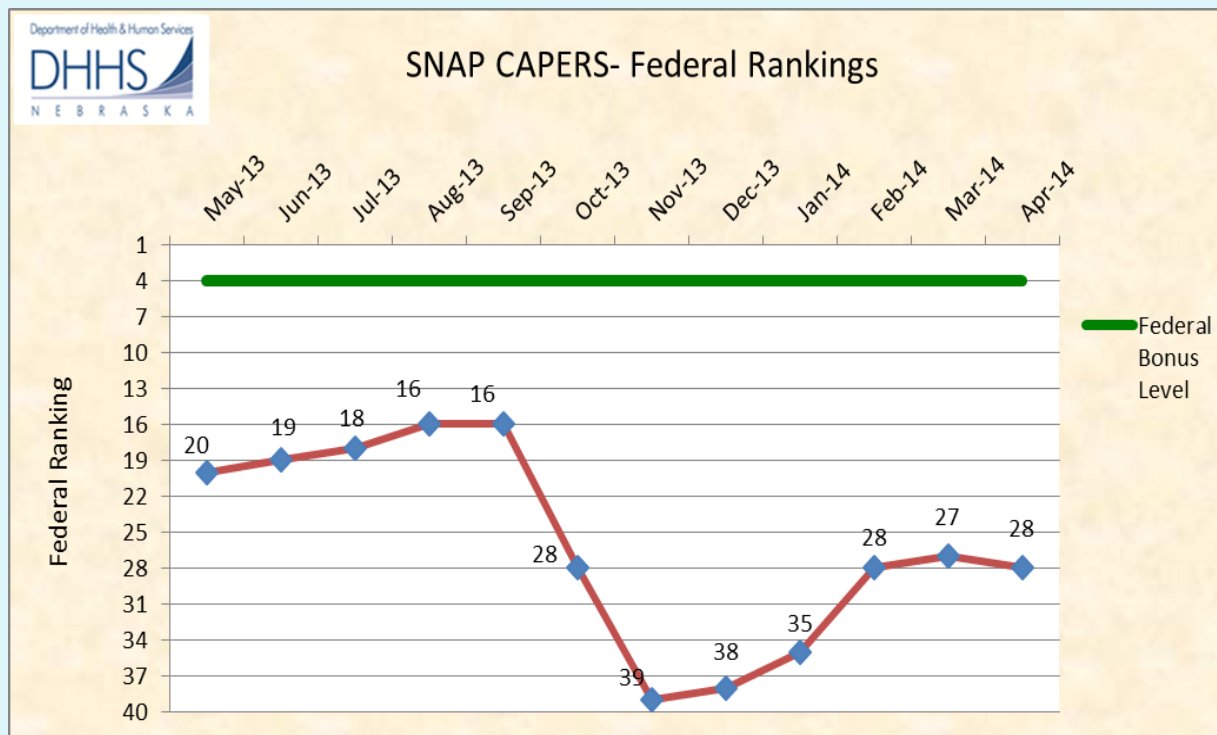
The above chart: Shows a comparison of CAPERS rankings for 4/2013 to 4/2014.

Updated:10/2014.

CAPERS
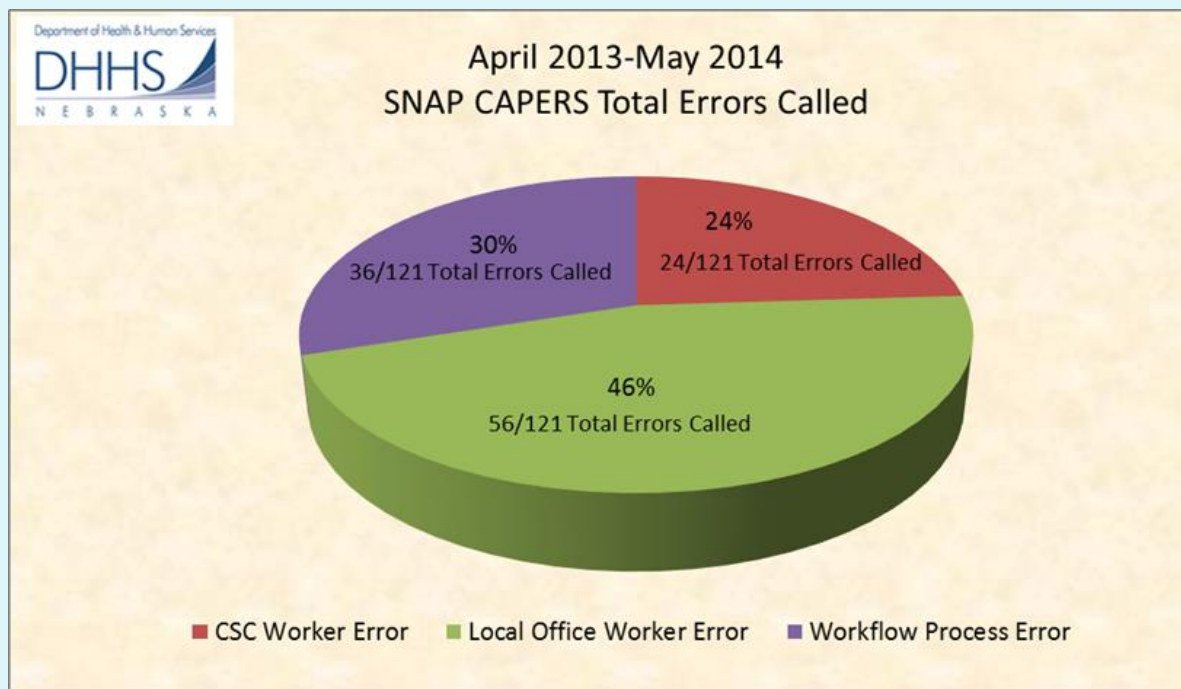
Local Office Most Frequently Cited Errors
Case denied untimely for failure to provide after day 30 – 15
Incorrect denial - agency delay interview scheduled untimely – 11
Incorrect denial due before day 30, missed interview/incorrect address used – 4

The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

CHAPTER 3: STATE REPORTING

Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

Total Applications Received
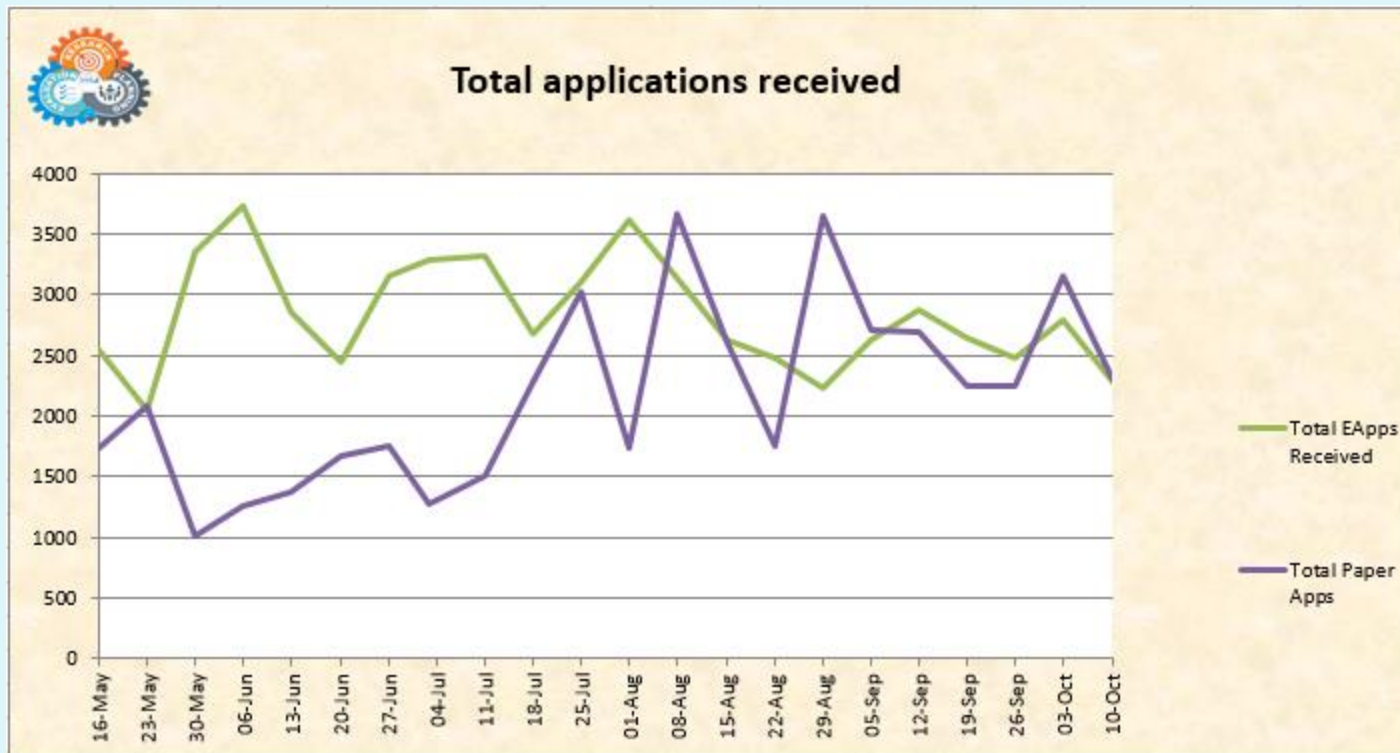
Electronic Applications to be Tied
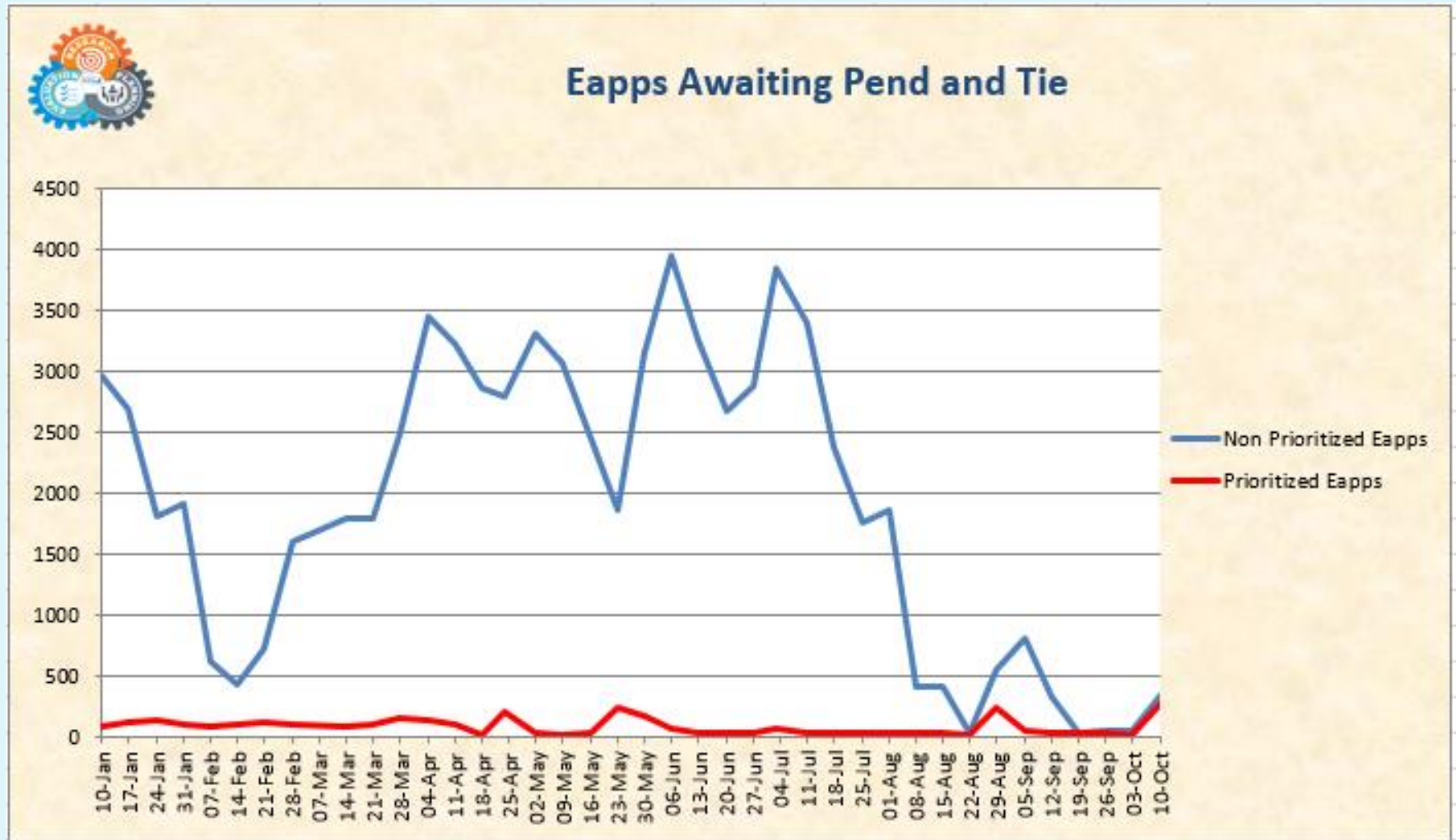
Total Work in Progress

Definition: Total Work in Progress is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.
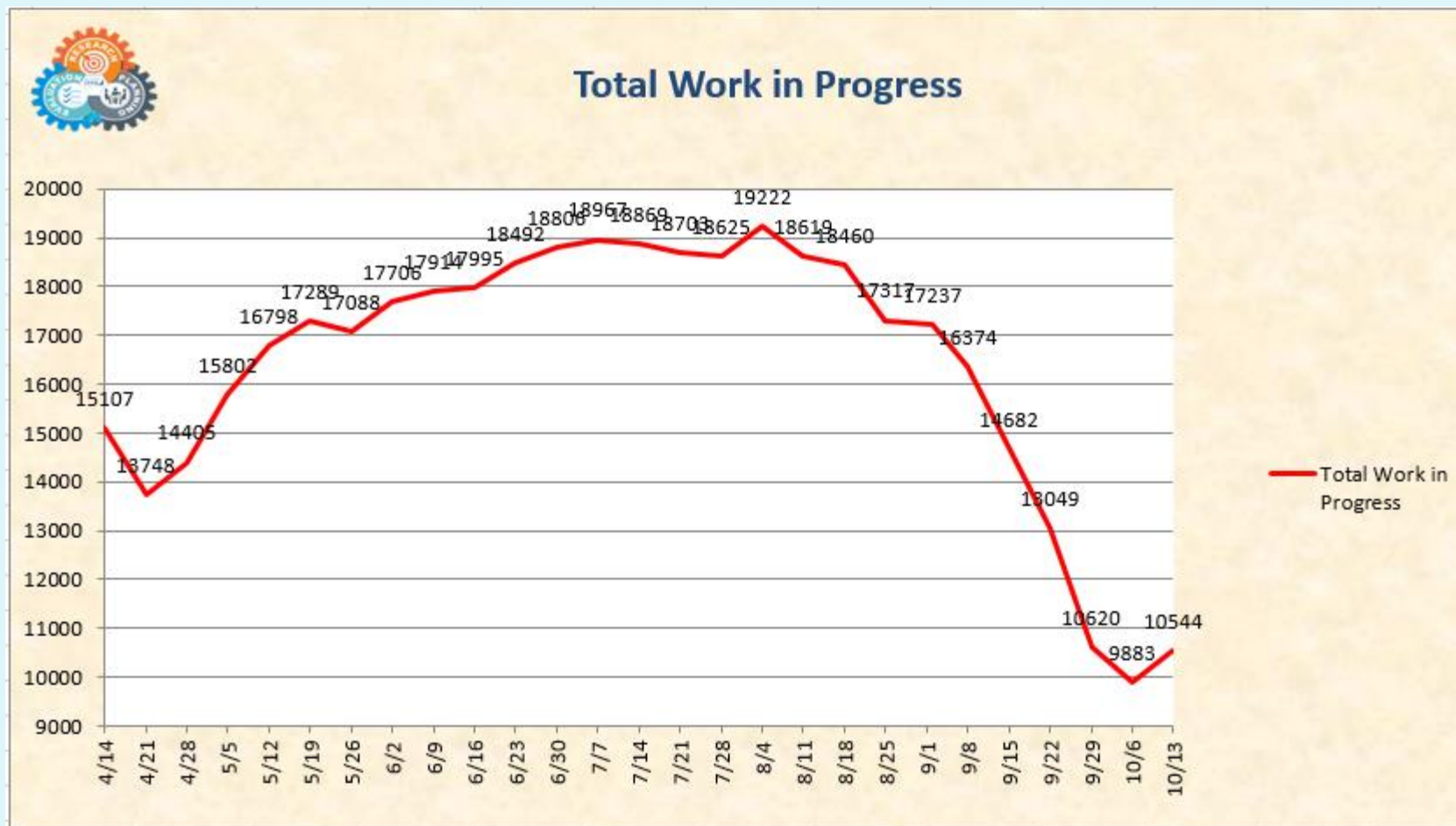
Work in Progress by Programs

Definition: Work in Progress by Programs is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.
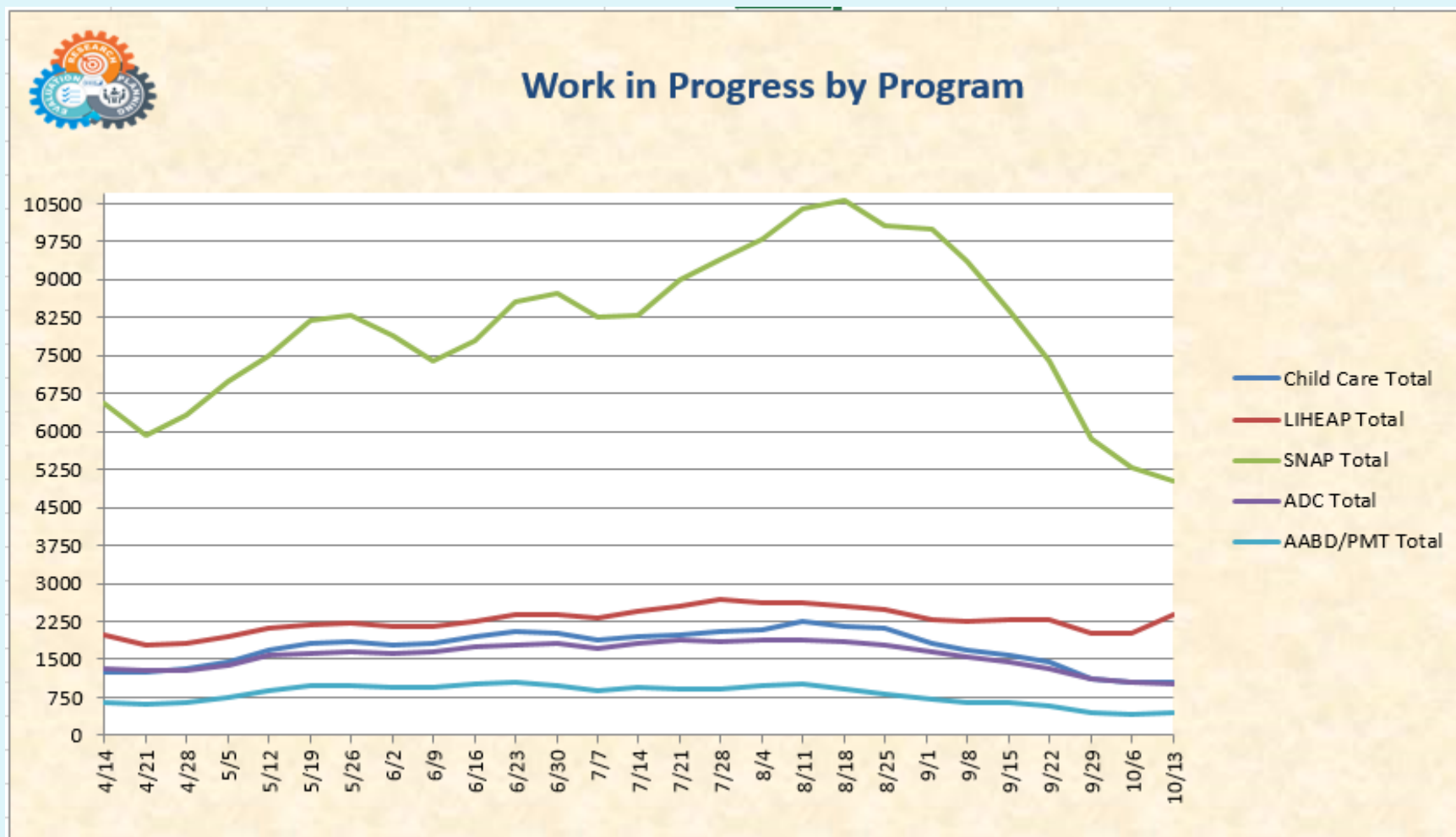
Backlog of Pending Program Cases over 30 days

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.

Backlog over 30 days Pending by Program
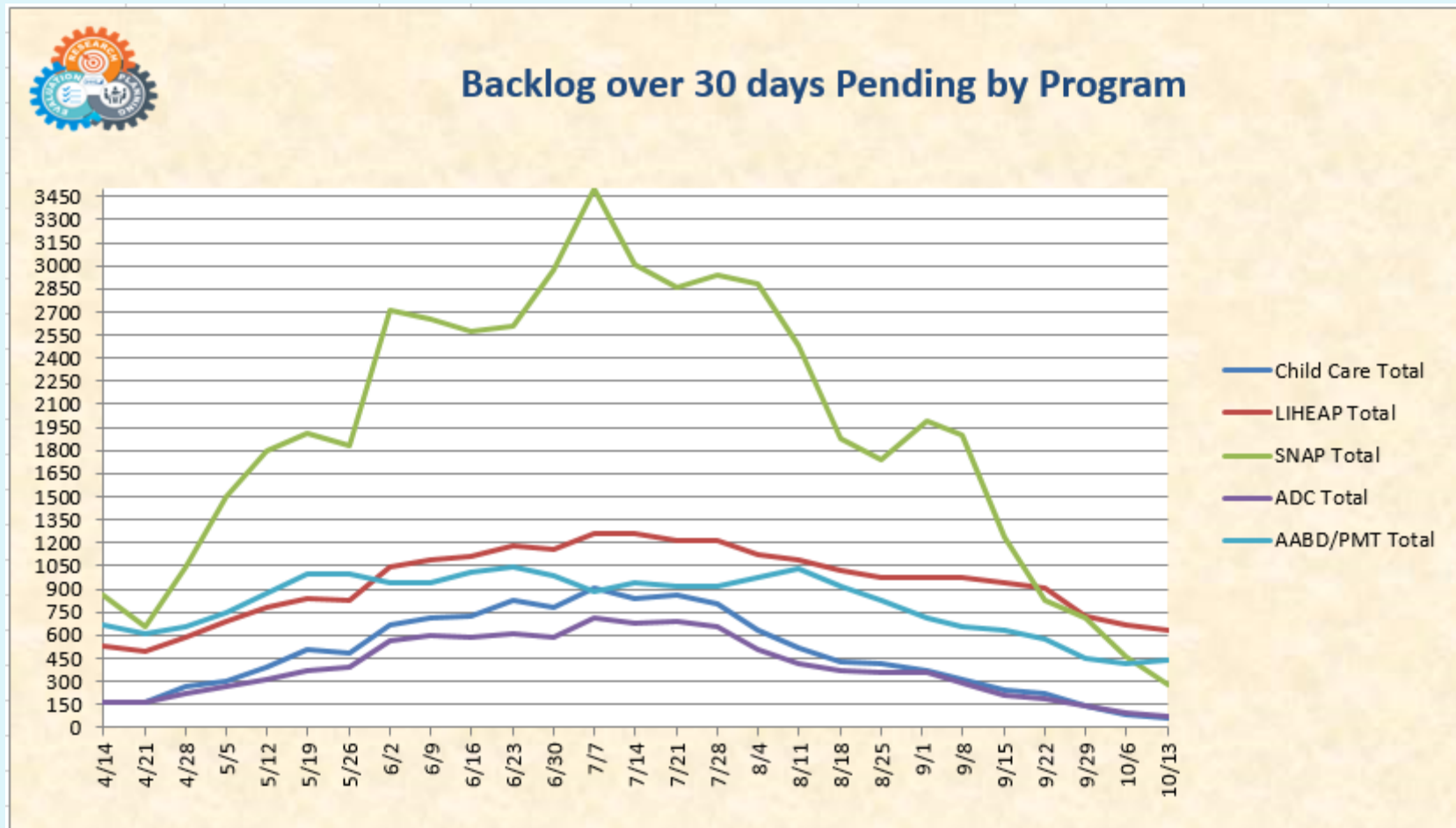
Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.

Expedited SNAP Cases Pending more than 7 days
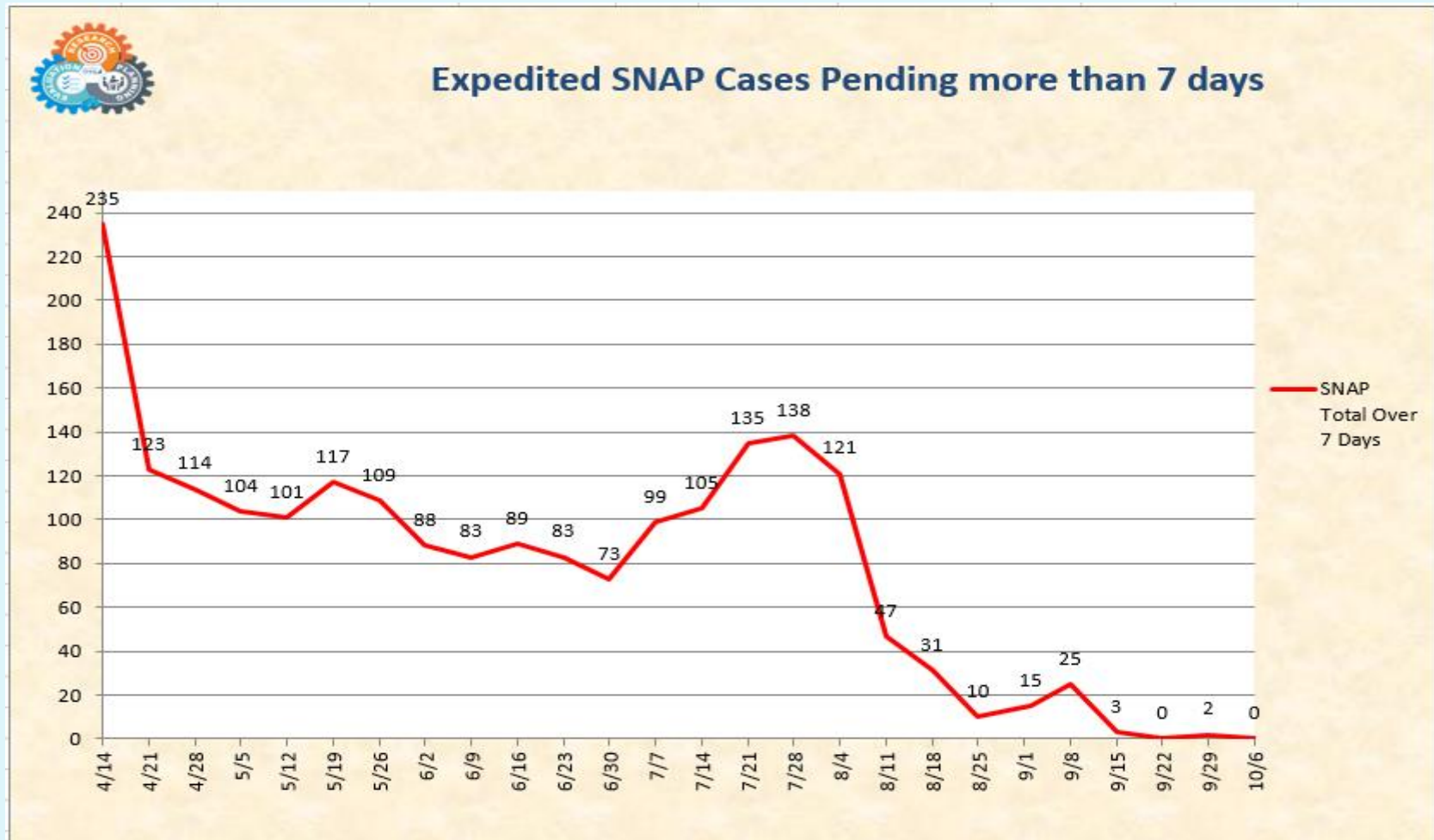
SNAP Timeliness Case Reads

Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.
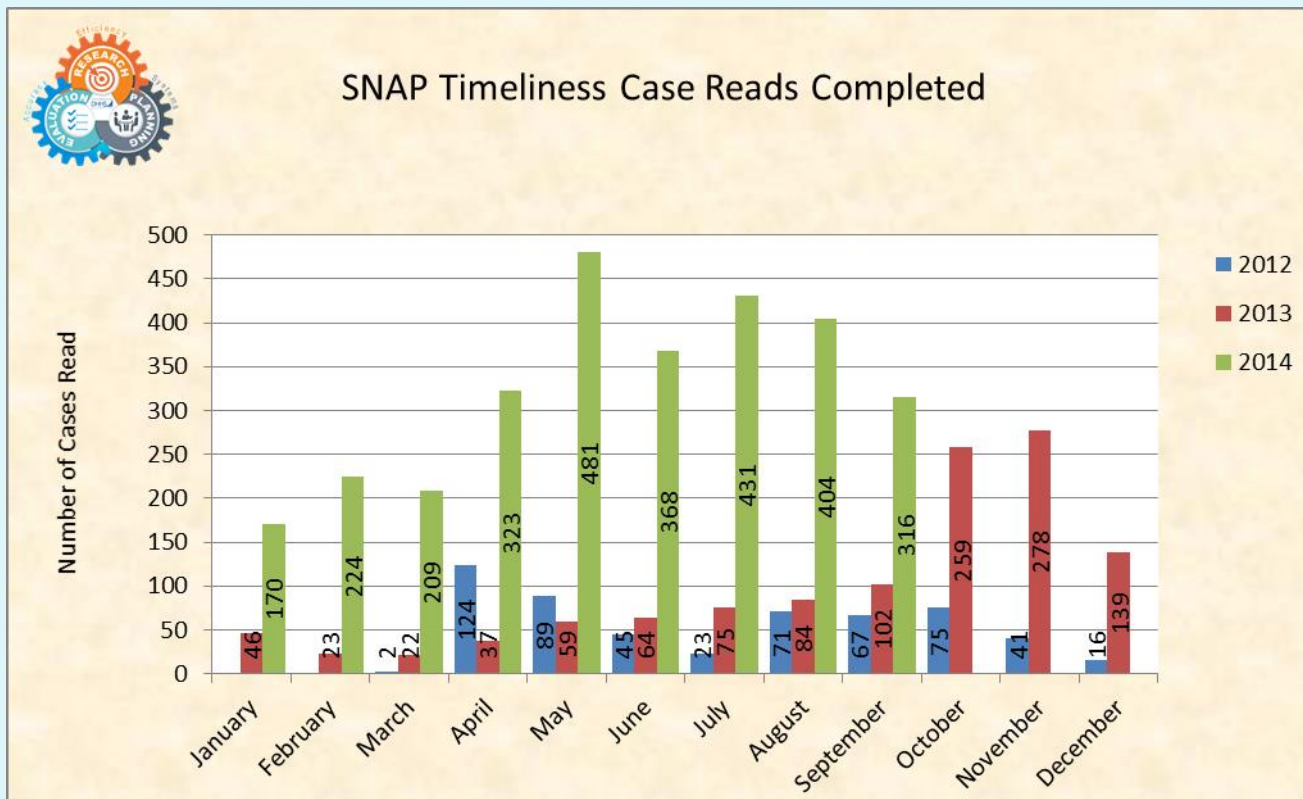
SNAP: Timeliness

Strengths/Accomplishments:

R.E.P. Released:

1. Postpone Verifications: 9/22/2014

Action Items:

SCR:

1. SCR 15527 for November will create a queue of pending cases that have not been assigned and then we will auto assign them.
2. SCR 10182 for November will allow clients to view VRs in real time.

Barriers:

SNAP Timeliness Percentage

SNAP: Timeliness

SNAP: Timeliness

SNAP Timeliness - Highest Element Error Percentages
July-September 2014

SNAP Timeliness July-September 2014
Recertification - Most Frequent Causal Factors Cited

SNAP Timeliness July-September 2014
Benefit Availability - Most Frequent Causal Factors Cited

All Programs Reviewed

All Programs Reviewed

All Programs Reviewed

SNAP Accuracy

SNAP Interviewing Program Case Reads

SNAP Interviewing - Program Cases Reviewed
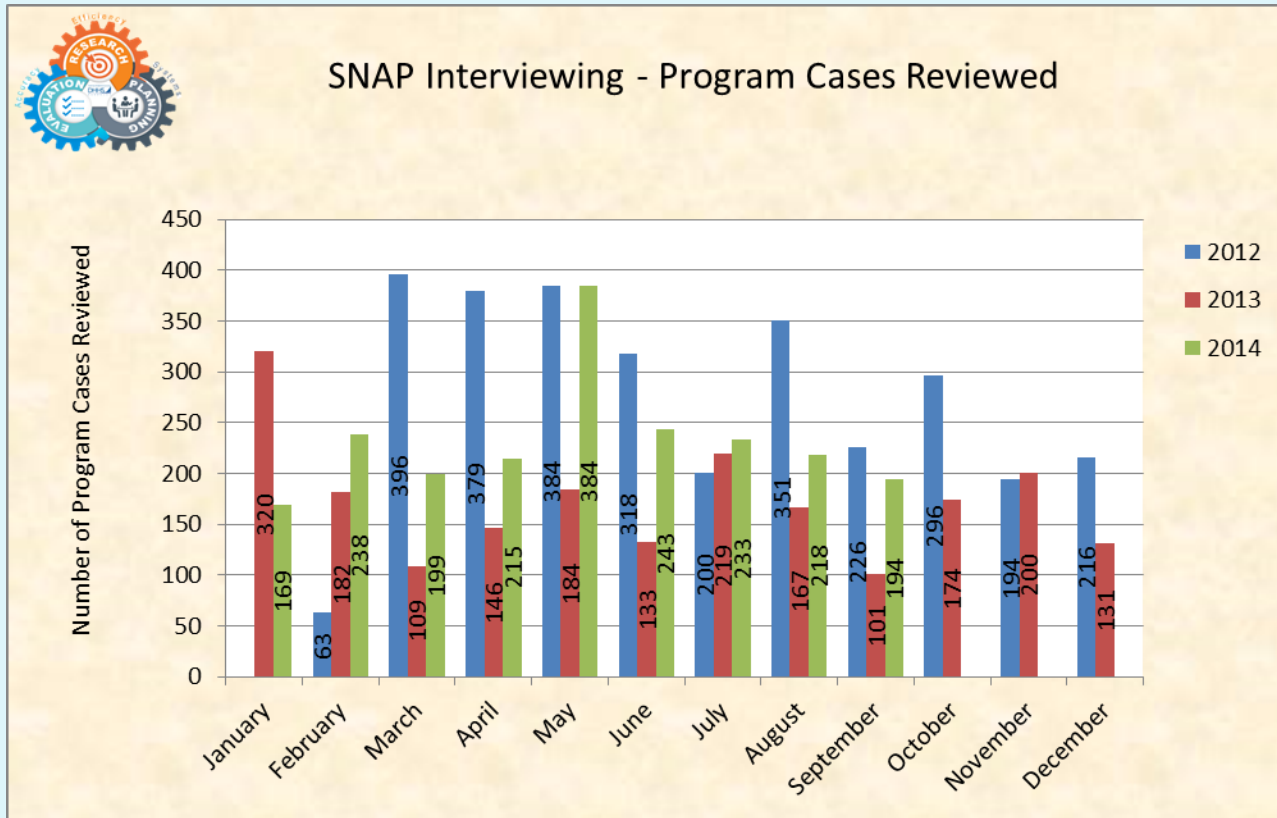
SNAP: Interviewing

Strengths/Accomplishments:

R.E.P. Released:
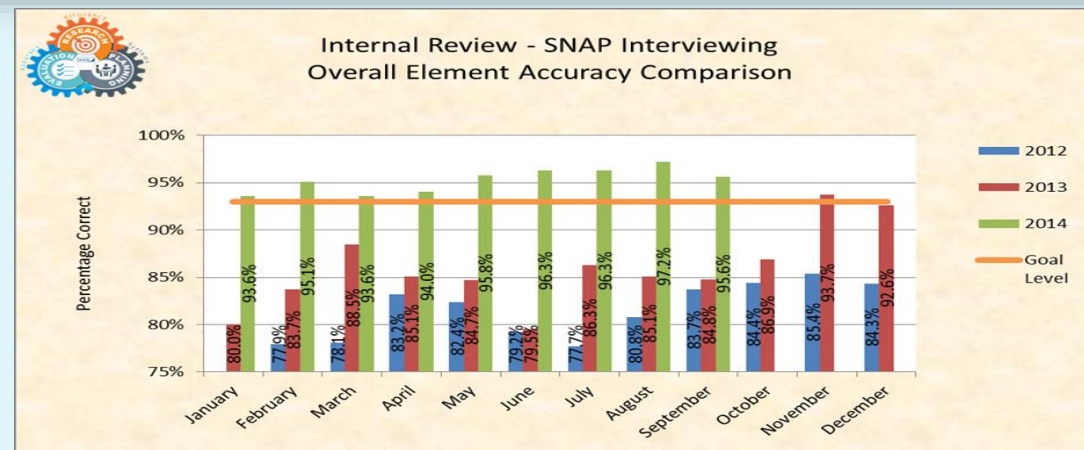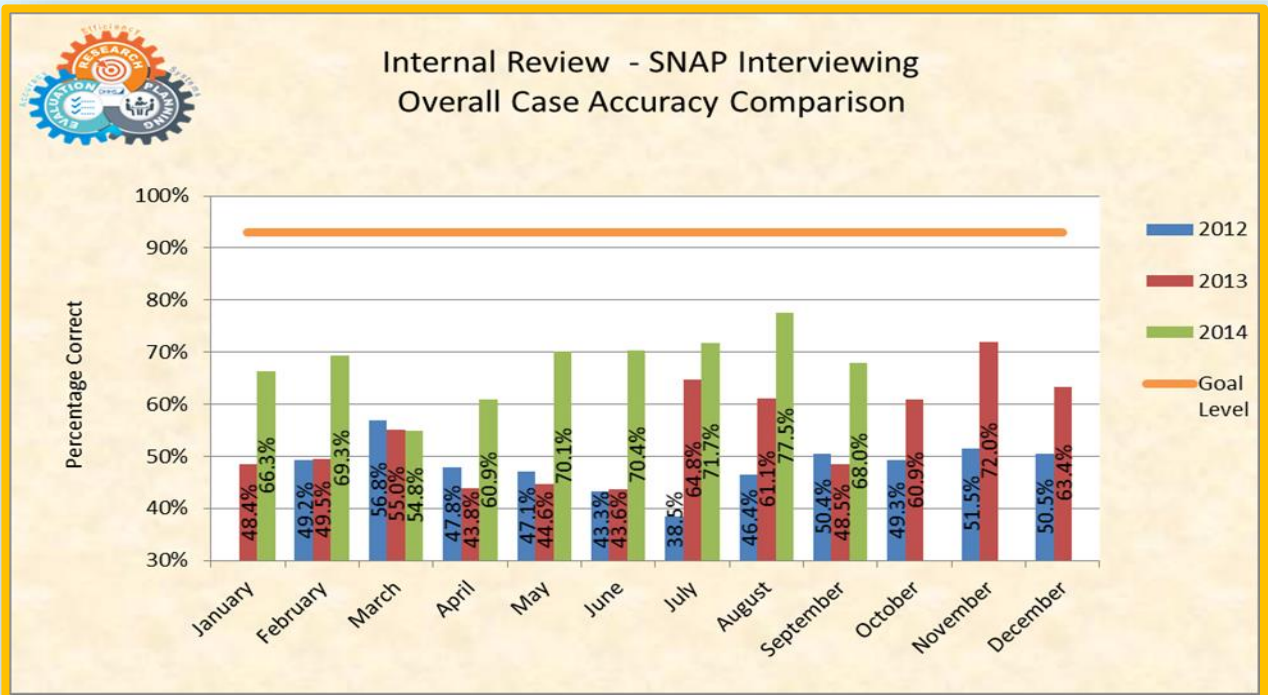
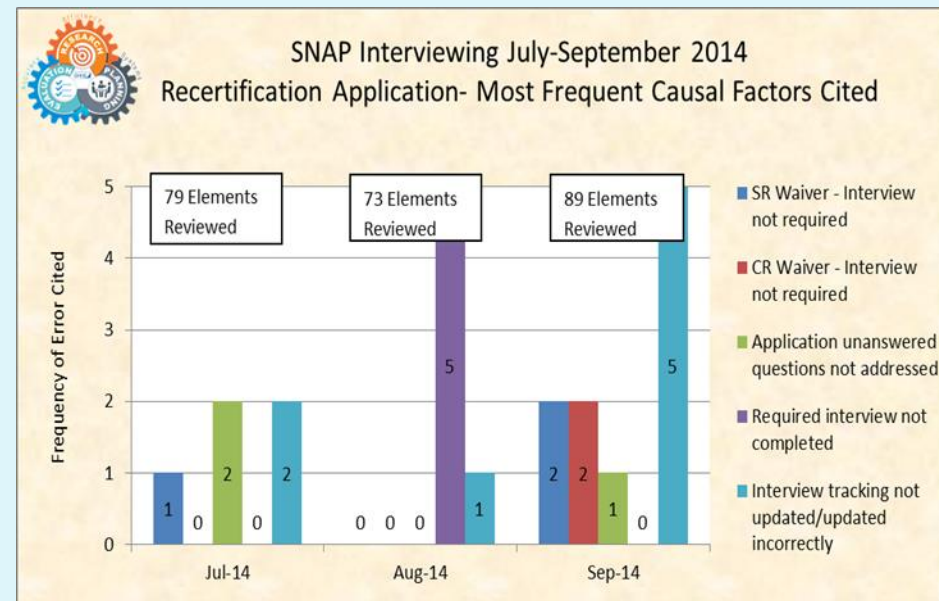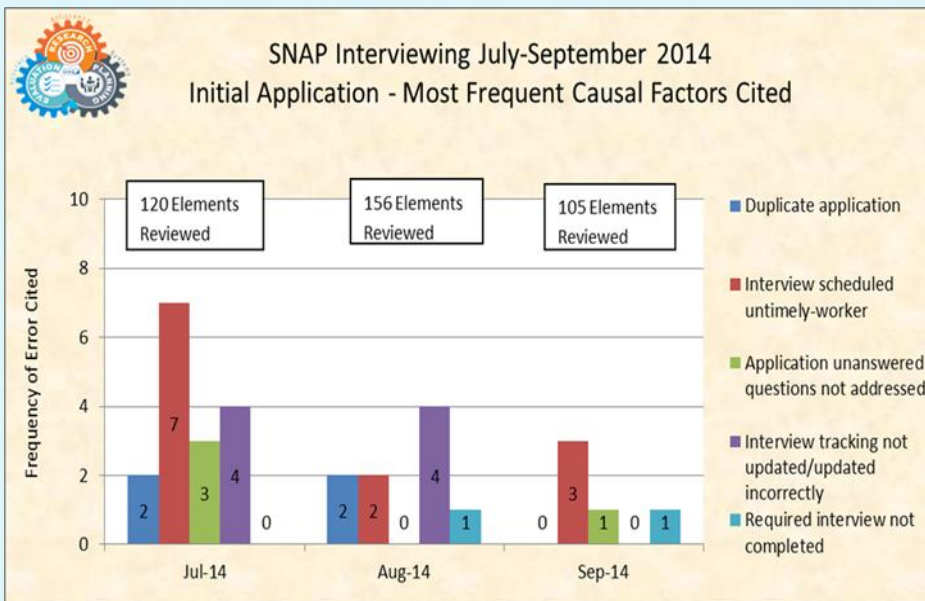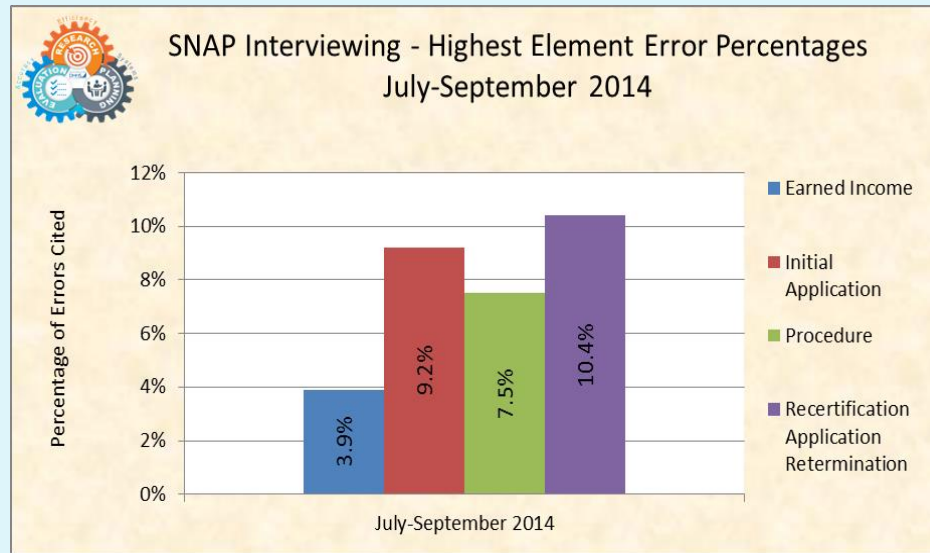1. Postpone Verifications: 9/22/2014

Action Items:

SCR:

1. SCR 13196 for November will automatically add the SUA expense after LIHEAP has been issued.
2. SCR 15666 for November the EA application will now require an account.
3. SCR 15052 for November will enhance the Interview Tracking window.
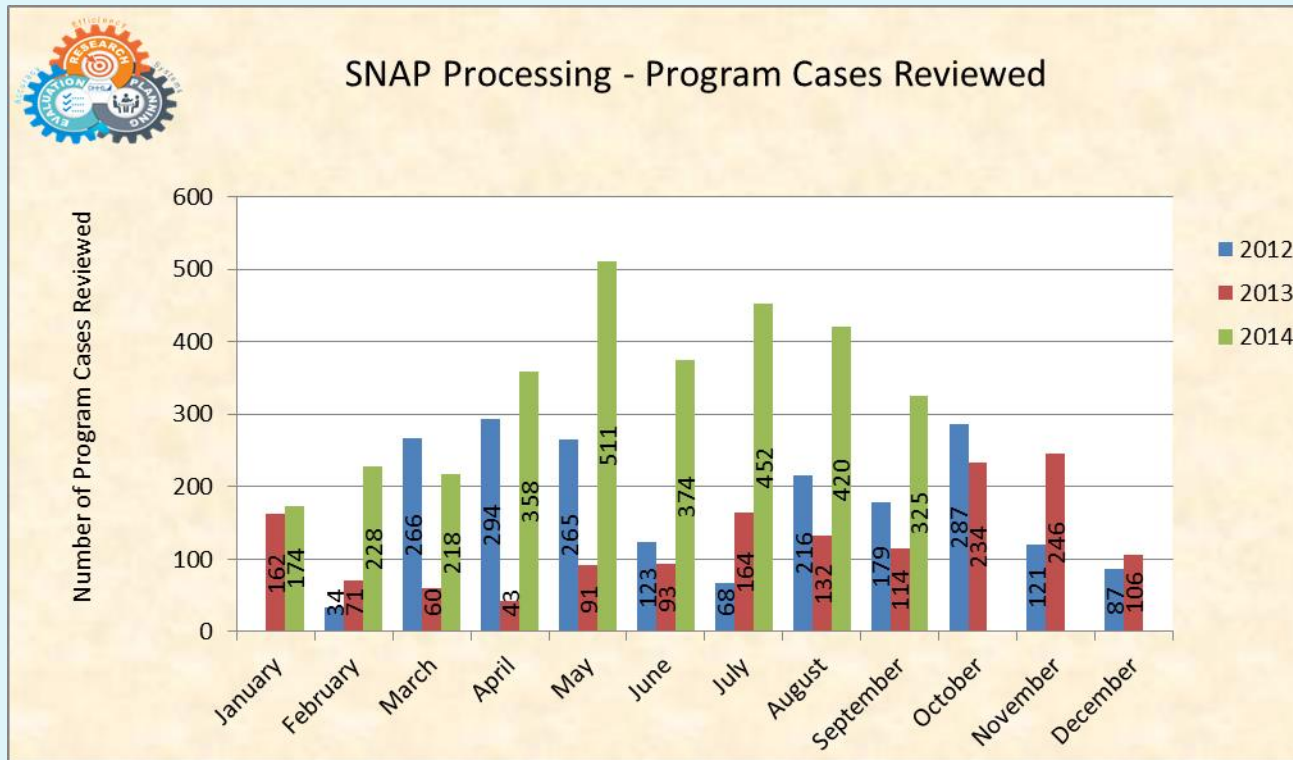
Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Internal Review - SNAP Interviewing
Overall Case Accuracy Comparison

Internal Review - SNAP Interviewing
Overall Element Accuracy Comparison

SNAP: Interviewing

SNAP Interviewing - Highest Element Error Percentages July-September 2014

SNAP Interviewing July-September 2014 Initial Application - Most Frequent Causal Factors Cited

SNAP Interviewing July-September 2014 Recertification Application- Most Frequent Causal Factors Cited

SNAP Processing Program Case Reads

SNAP Processing - Program Cases Reviewed

SNAP: Processing

Strengths/Accomplishments:
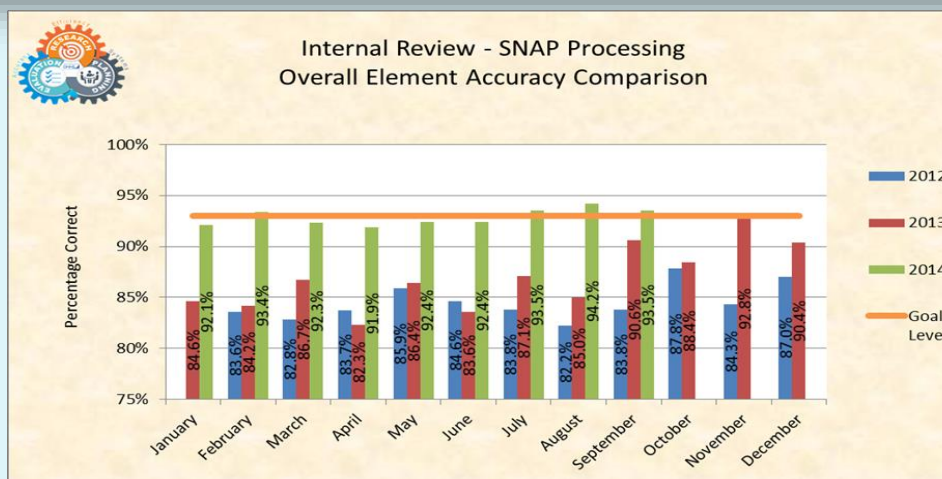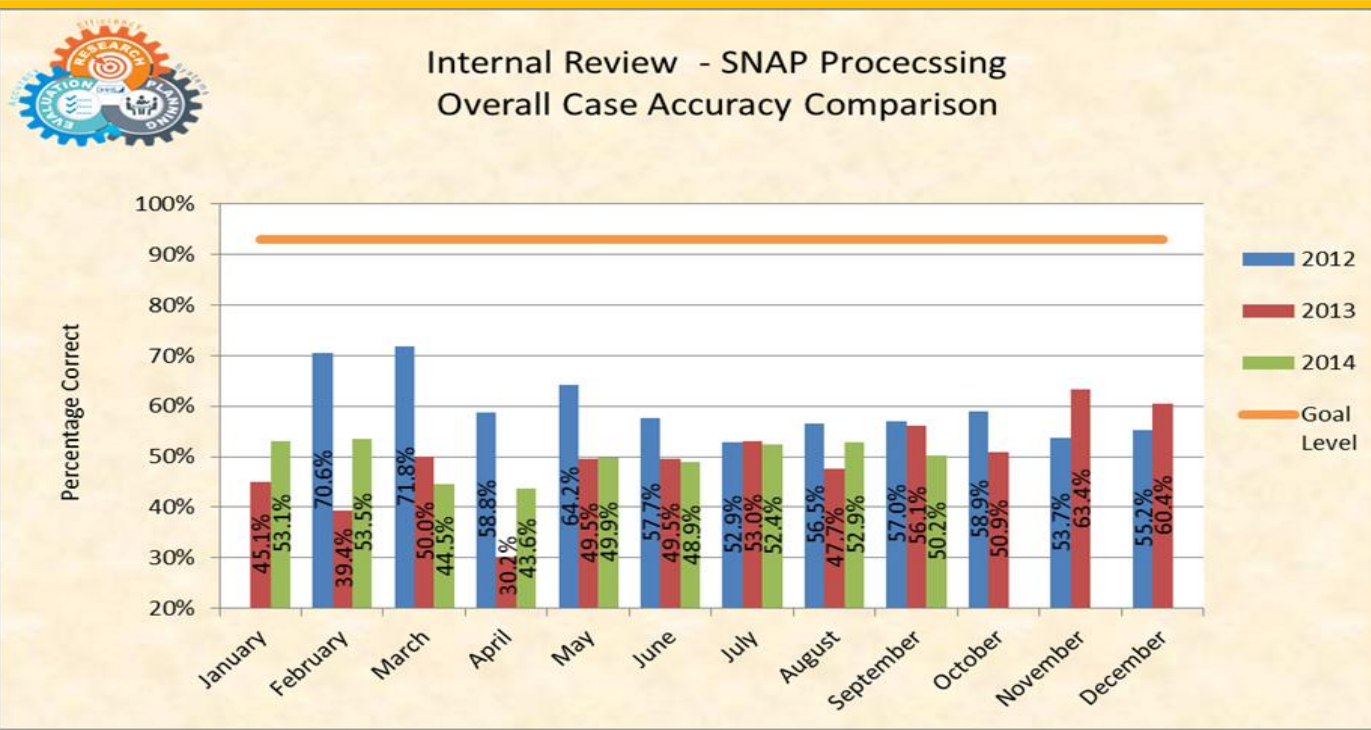R.E.P. Released:
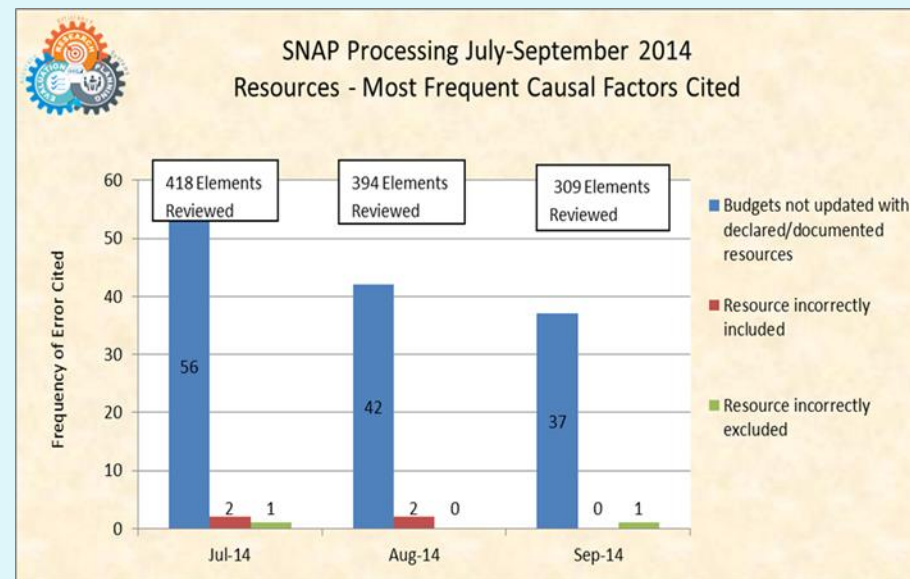1. Postpone Verifications: 9/22/2014
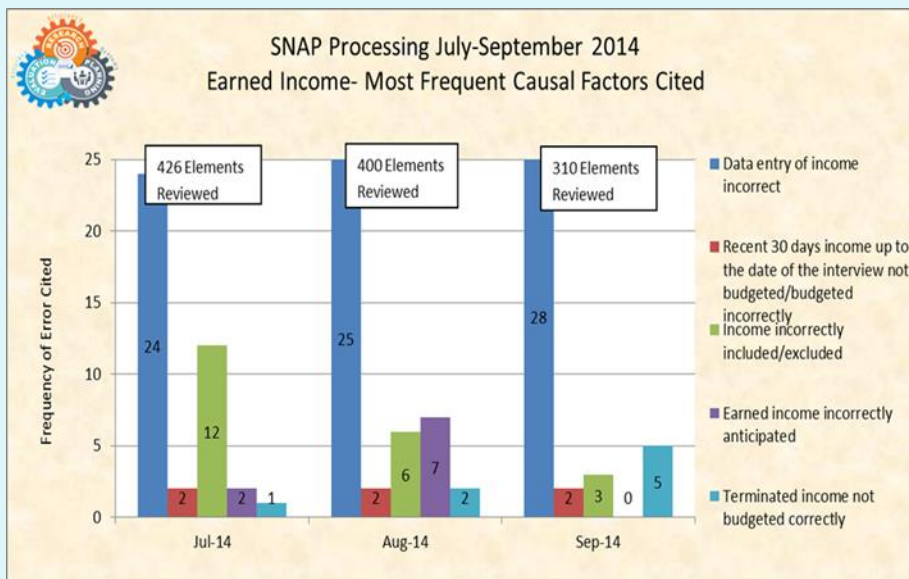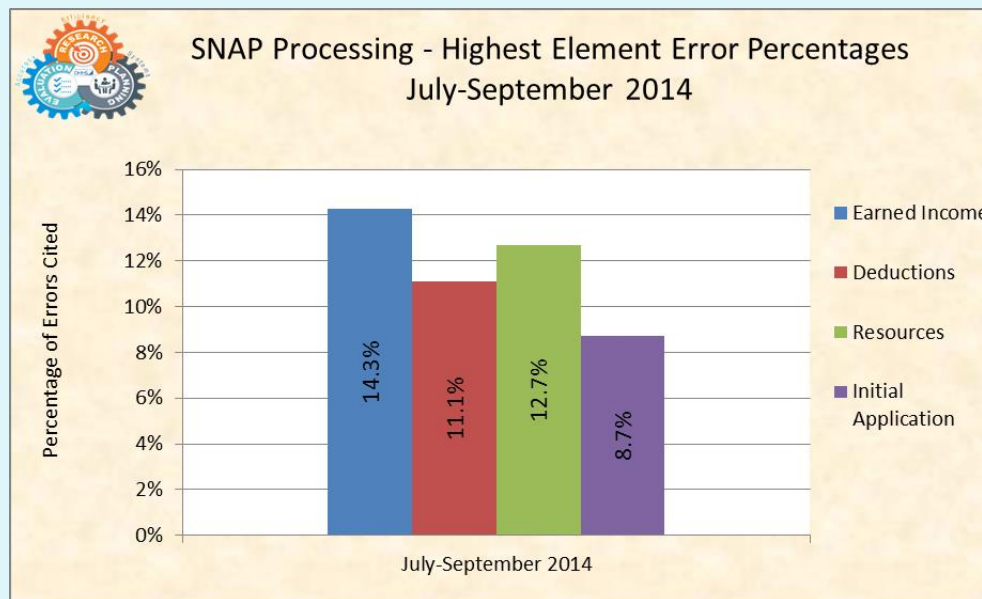
Action Items:
SCR:

1. SCR 5457 for November will allow workers to correct cert period corrections when no benefits are issued.
2. SCR 13196 for November will automatically add the SUA expense after LIHEAP has been issued.
3. SCR 15792 for November will require viewing the budget summary before a budget can be authorized.
4. SCR 8099 for November will end FTC sanctions when PA cases close.
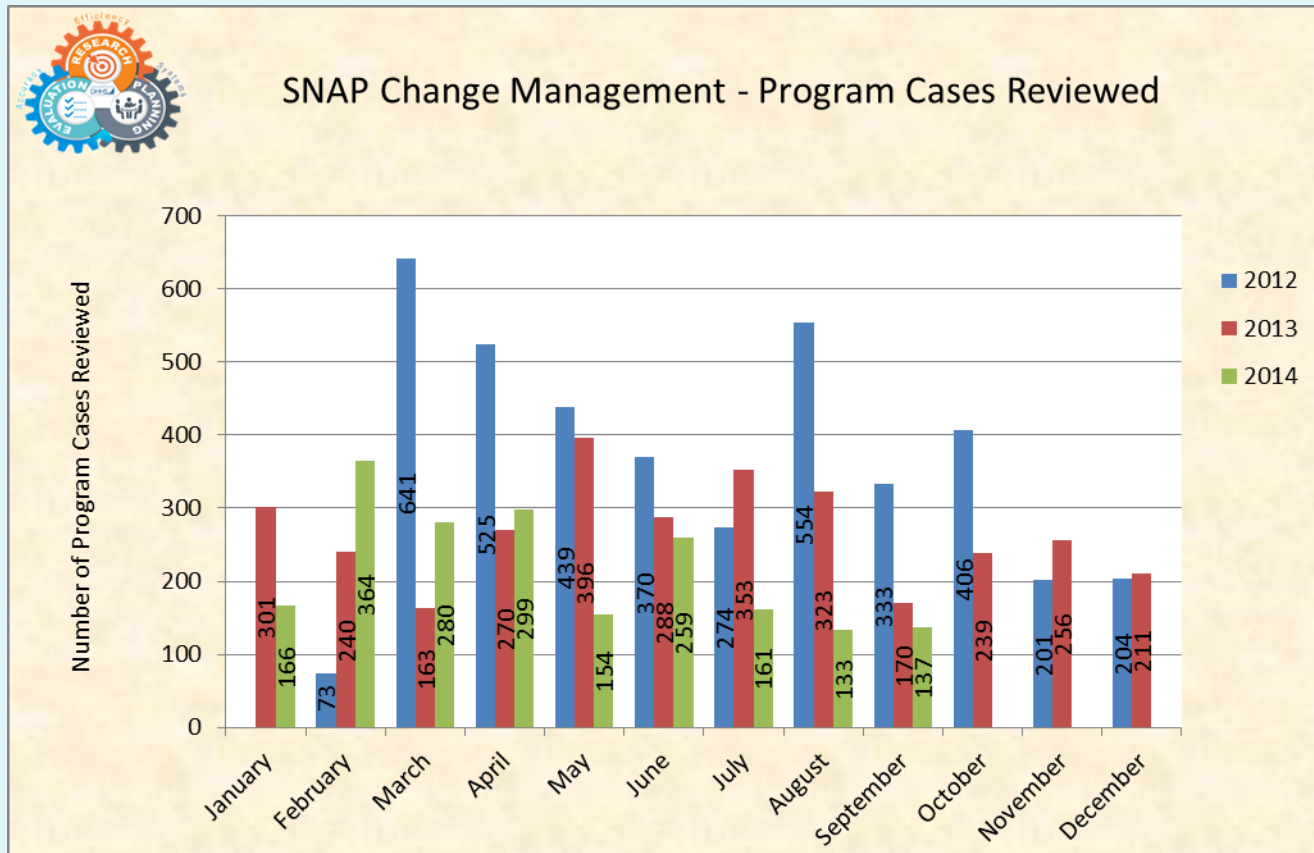
Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Internal Review - SNAP Processing
Overall Case Accuracy Comparison

Internal Review - SNAP Processing
Overall Element Accuracy Comparison

SNAP: Processing

SNAP Processing - Highest Element Error Percentages
July-September 2014

SNAP Processing July-September 2014
Earned Income- Most Frequent Causal Factors Cited

SNAP Processing July-September 2014
Resources - Most Frequent Causal Factors Cited

SNAP Change Management Program Case Reads

SNAP Change Management - Program Cases Reviewed

SNAP: Change Management

Strengths/Accomplishments:
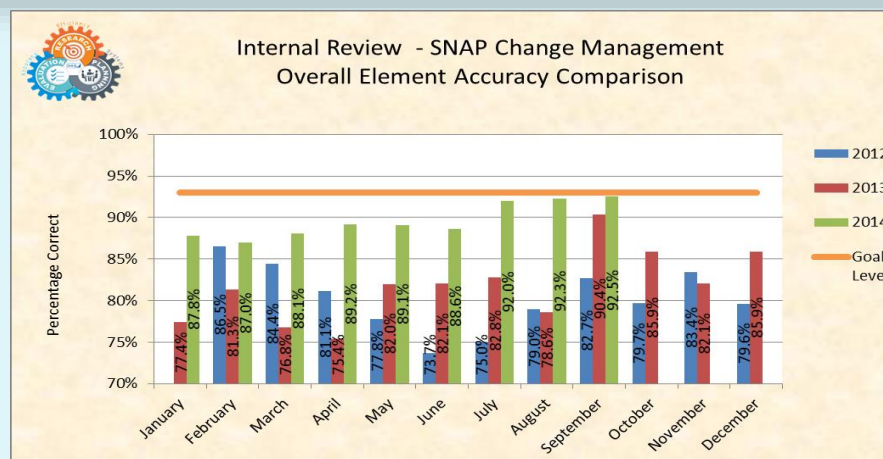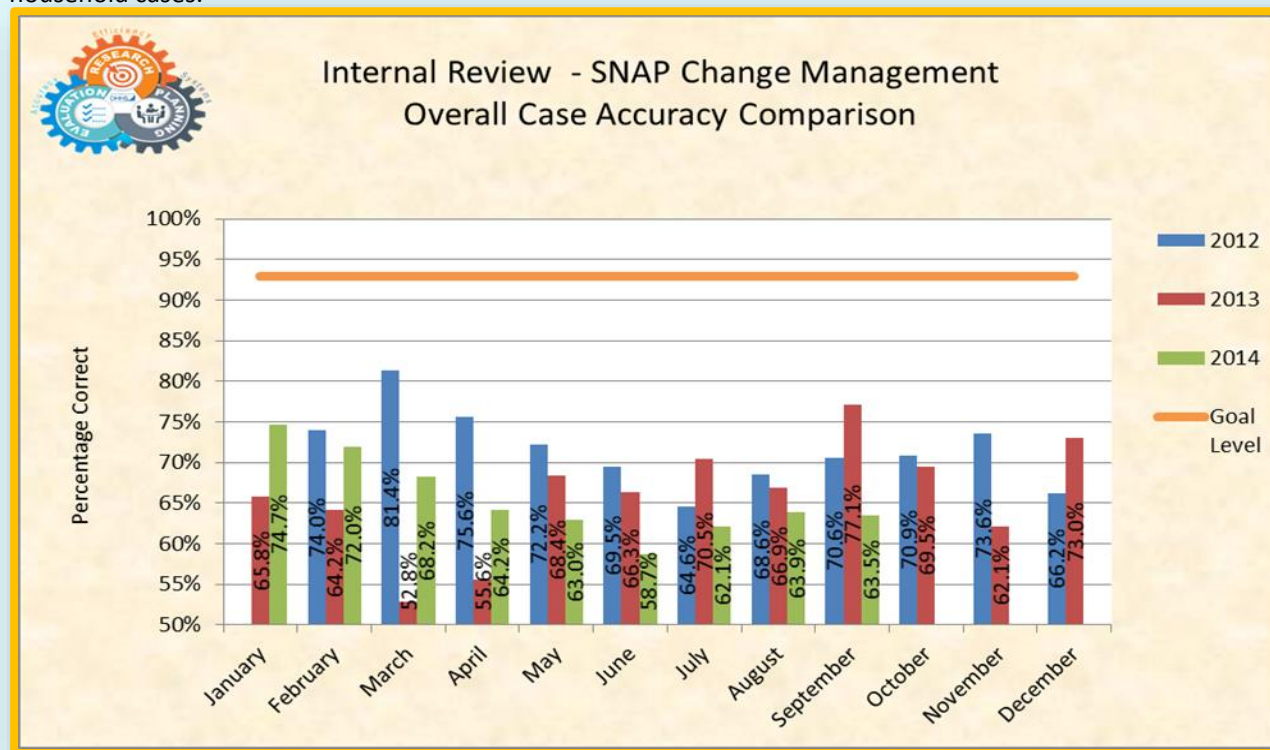
R.E.P. Released:
1. Postpone Verifications: 9/22/2014
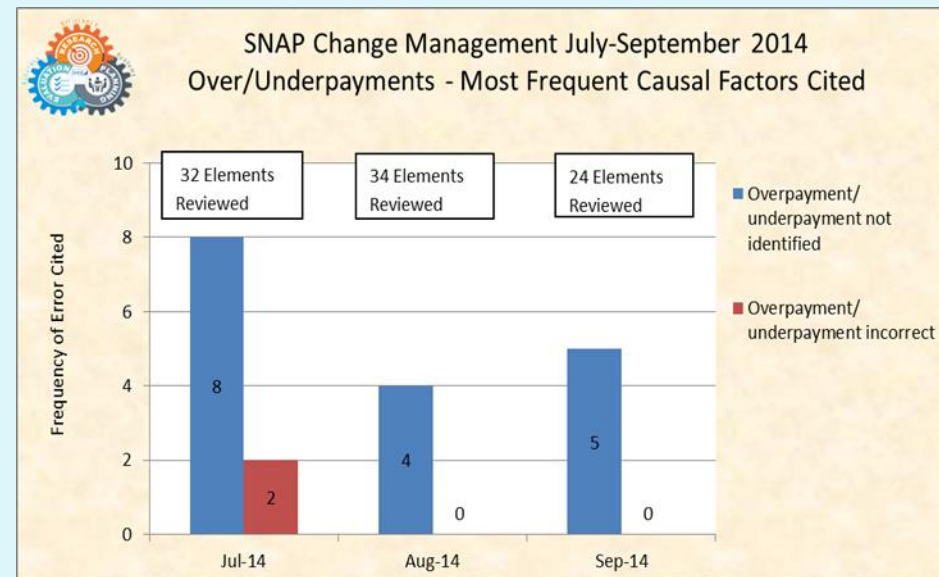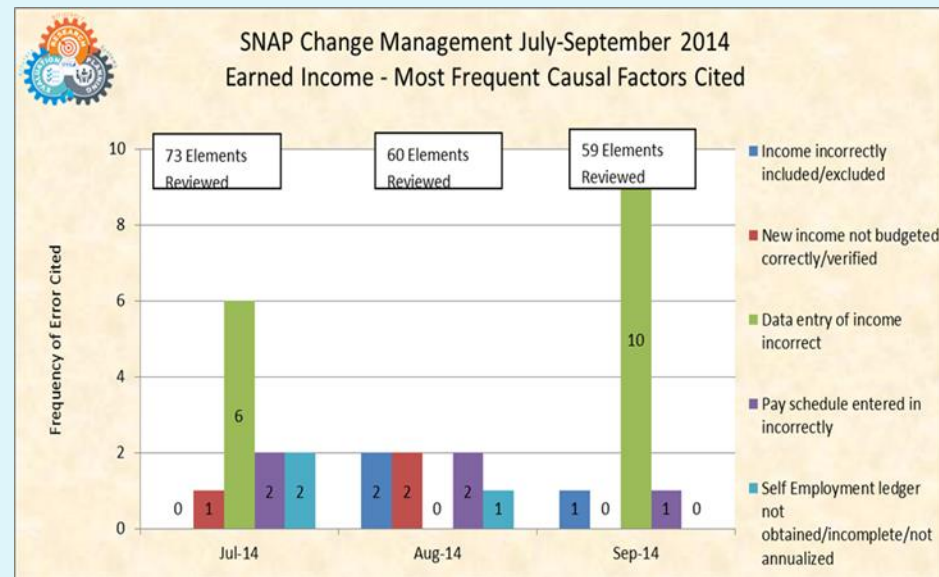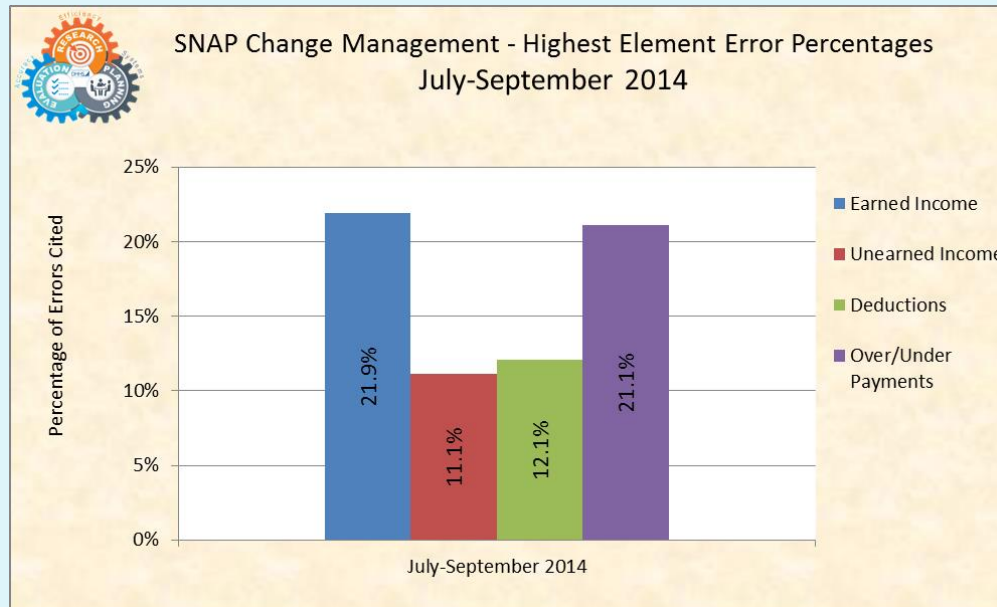
Action Items:

SCR:
1. SCR 15789 for November will allow the AN website to support Google Chrome.
2. SCR 15878 for November will allow budgeting of SNAP cases for ineligible ARP.
3. SCR 15275 for November will add a closure reason of Food Distribution Program on Indian Reservations Disqualification.
4. SCR 1548 for November will assign a new PINs when cases is reopened if PIN has not been used.

Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Internal Review - SNAP Change Management — Overall Case Accuracy Comparison

Internal Review - SNAP Change Management — Overall Element Accuracy Comparison

SNAP: Change Management

SNAP Success Stories

<u>Change Management</u>
1. Deductions Element: Removed Causal – Utility Allowance Incorrect, last error cited 6/2014

SNAP: Steps to Improvement

Timeliness:

- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.

Interviewing:

- ✓ Application month income tip and update to EIV: Teri Chasten
- ✓ Turning off SNAP Expedited indicator switch: Brian Svoboda

Processing:

- One time report on cases that are in the wrong Category: Brian Svoboda (criteria for categories is needed to create report)

Processing:

- Shelter expenses included/excluded/NFOCUS Entry: Ann Kawata and Jared Hurst
- Training/Tip for follow-up questions to be asked during the interview: Hillary Harm and Dawn Peatrowsky

✓ Indicates items have been completed

Child Care Accuracy

Child Care Interviewing Program Case Reads

Child Care Interviewing - Program Cases Reviewed

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.
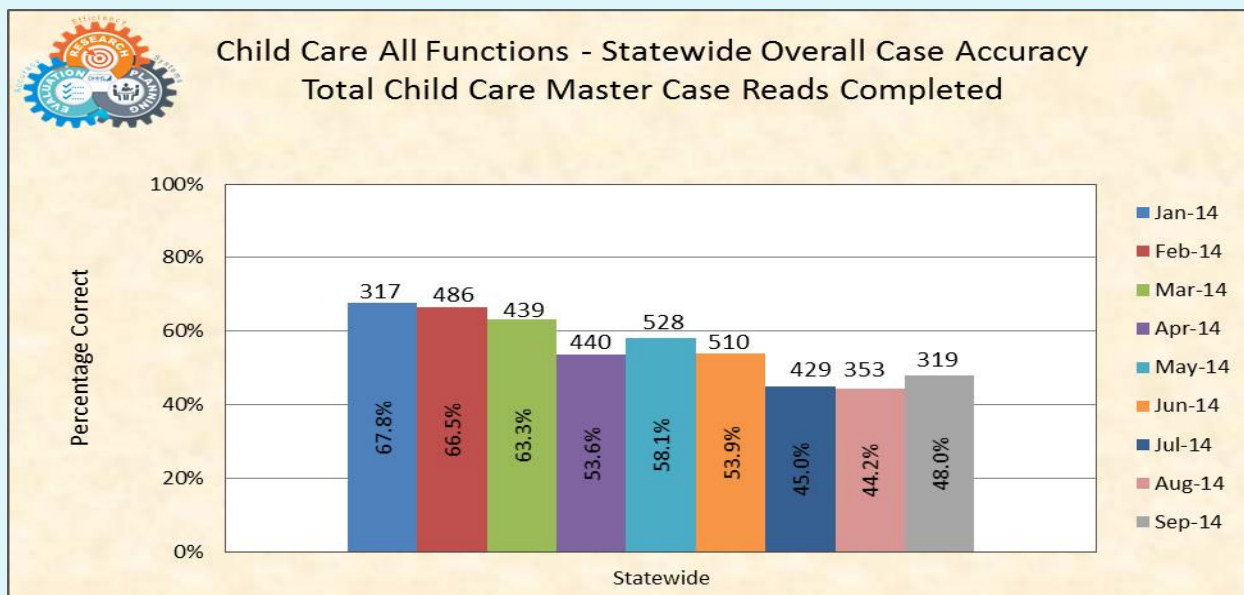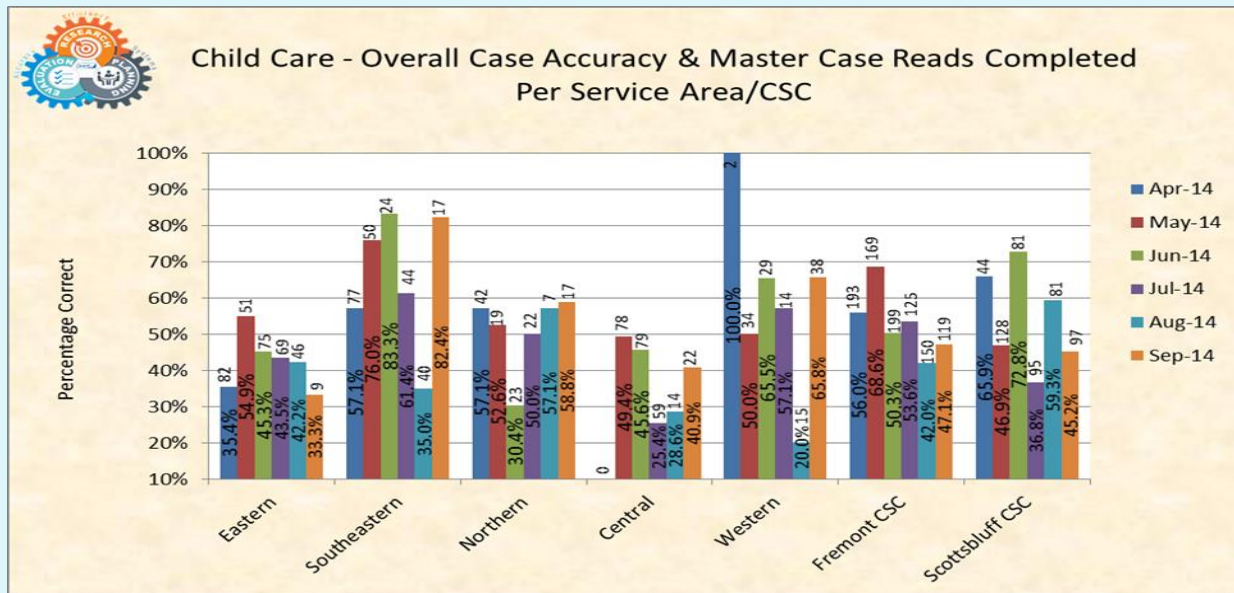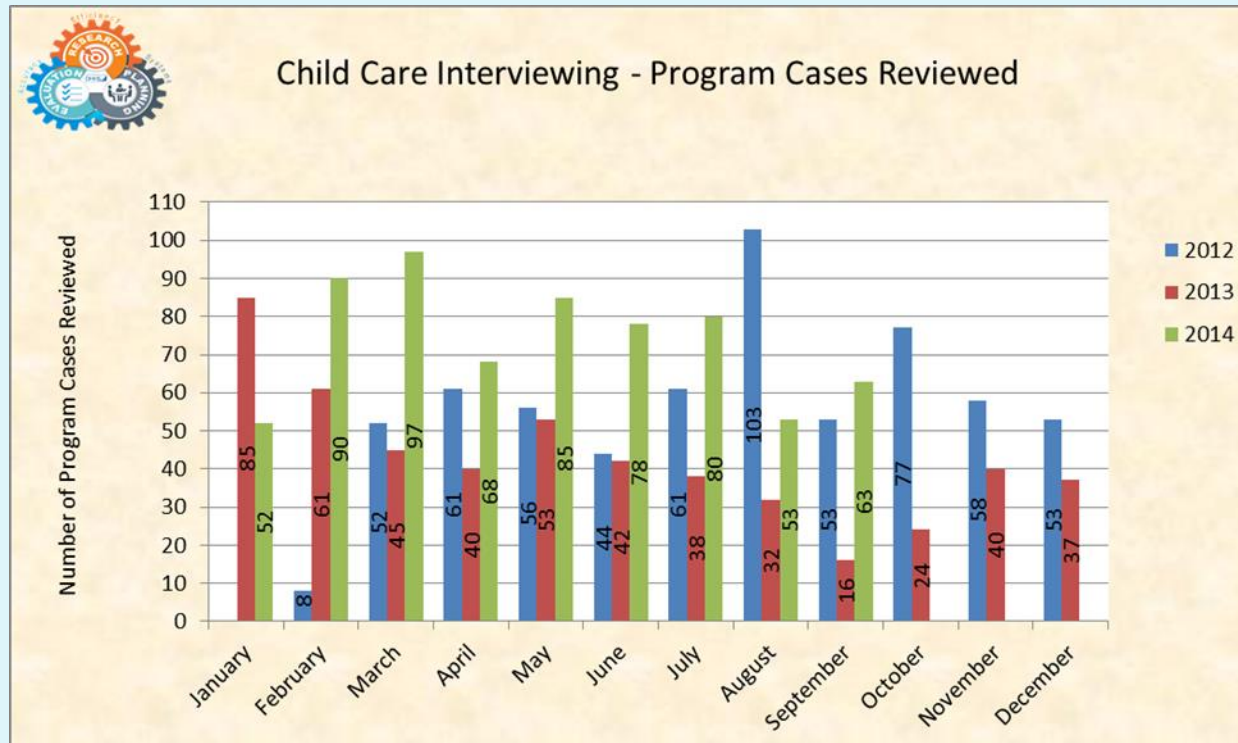
Child Care: Interviewing

Strengths/Accomplishments:

R.E.P. Released:

1. Verification for Provider: 9/29/2014
2. Family Unit: 9/29/2014
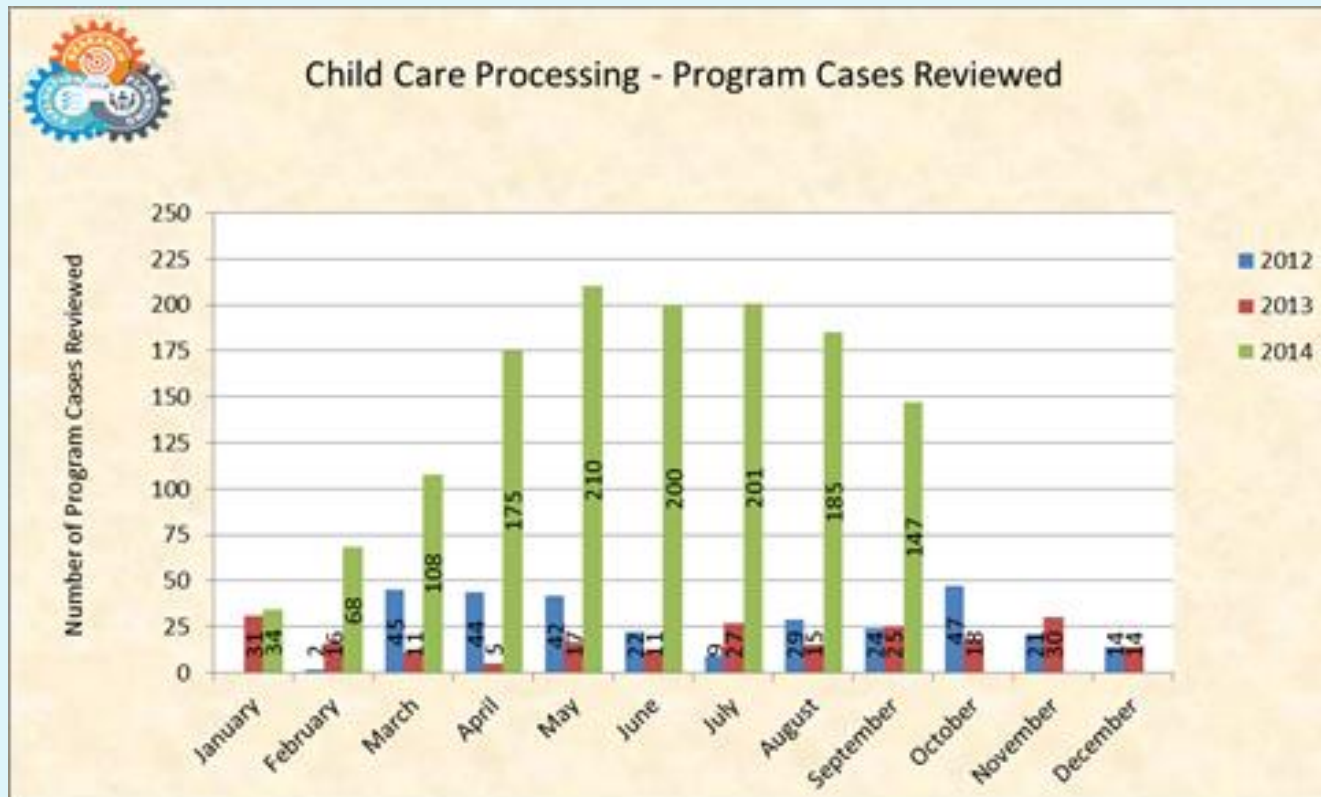3. Days and Hours: 10/06/2014
4. Provider Web Portal: 10/06/2014

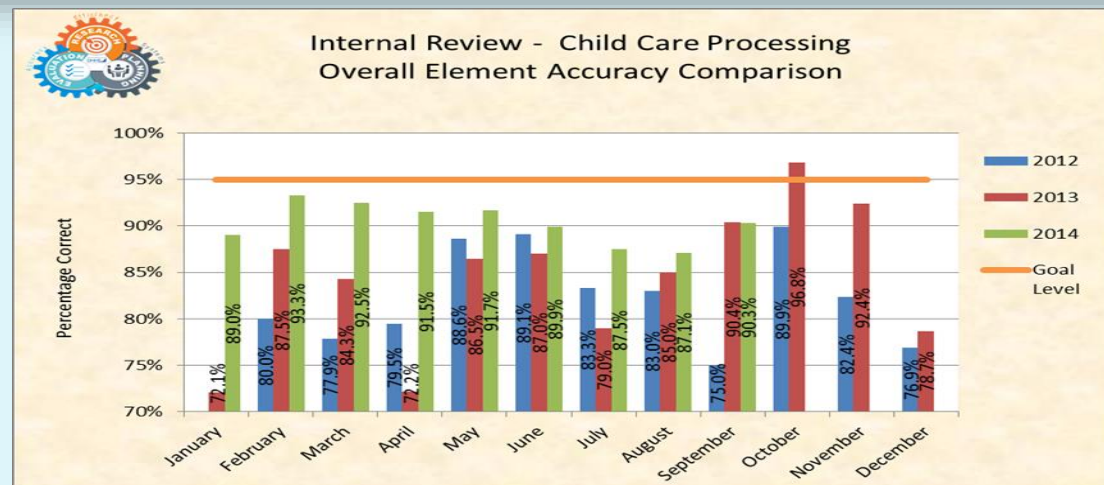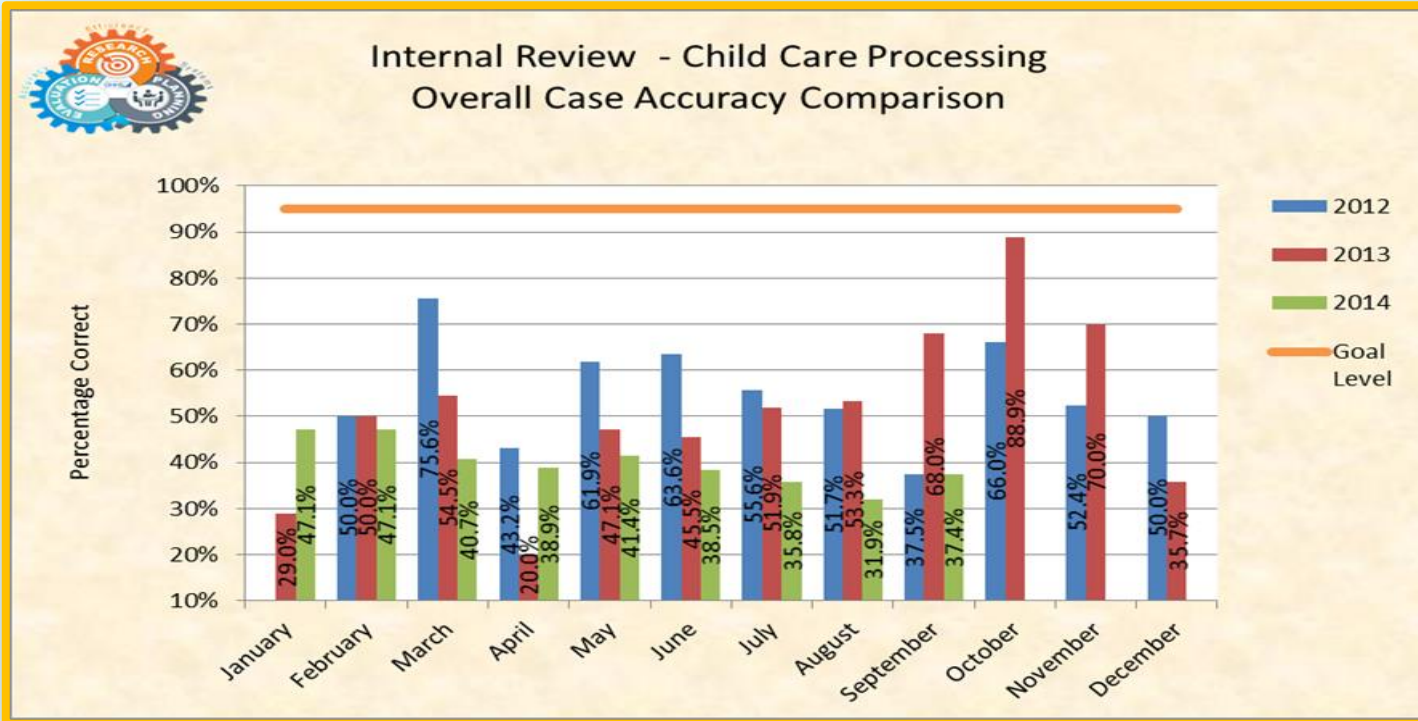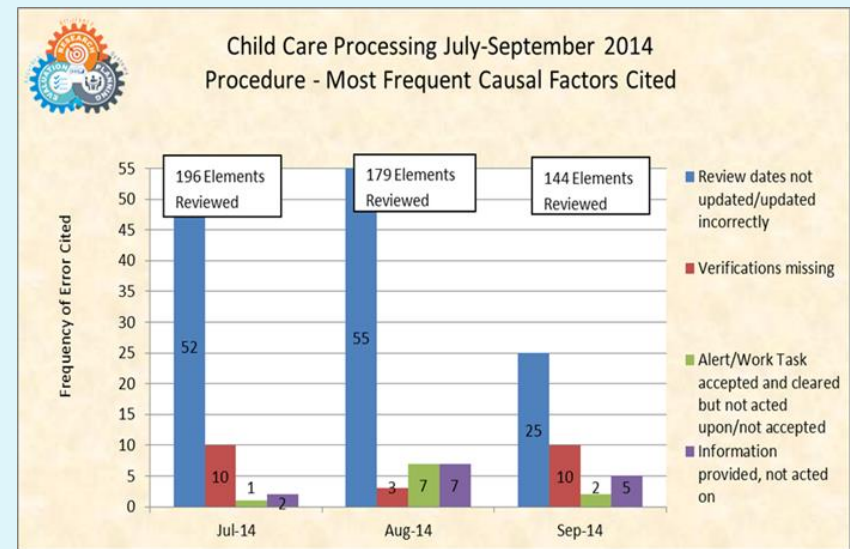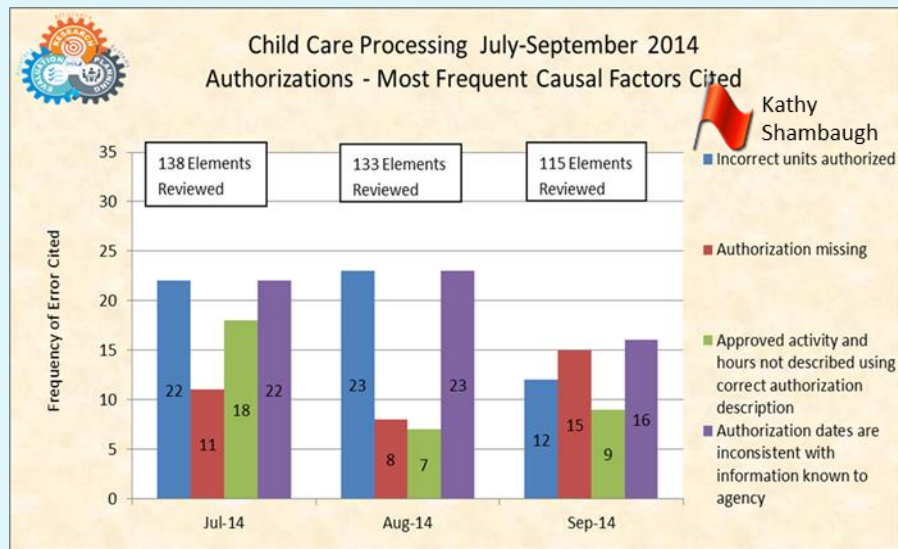Captivate Released:

1. Common CC Errors Lesson 20

Action Items:

SCR:

1. SCR 15052 for November will enhance the Interview Tracking window.

Barriers:

Internal Review - Child Care Interviewing
Overall Case Accuracy Comparison

Internal Review - Child Care Interviewing
Overall Element Accuracy Comparison
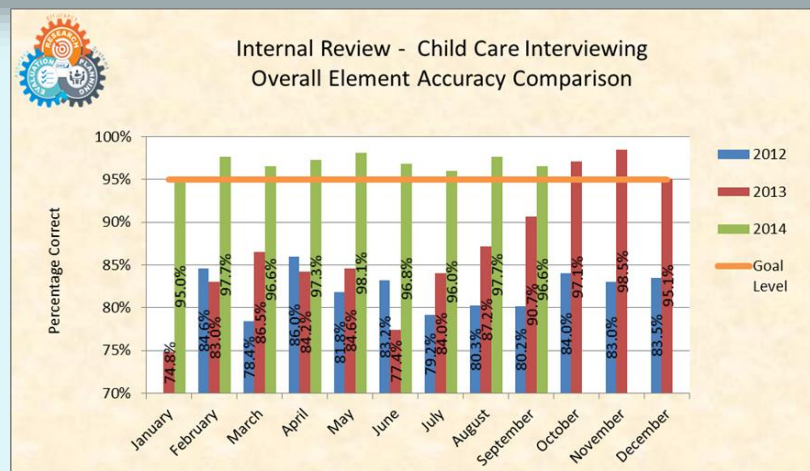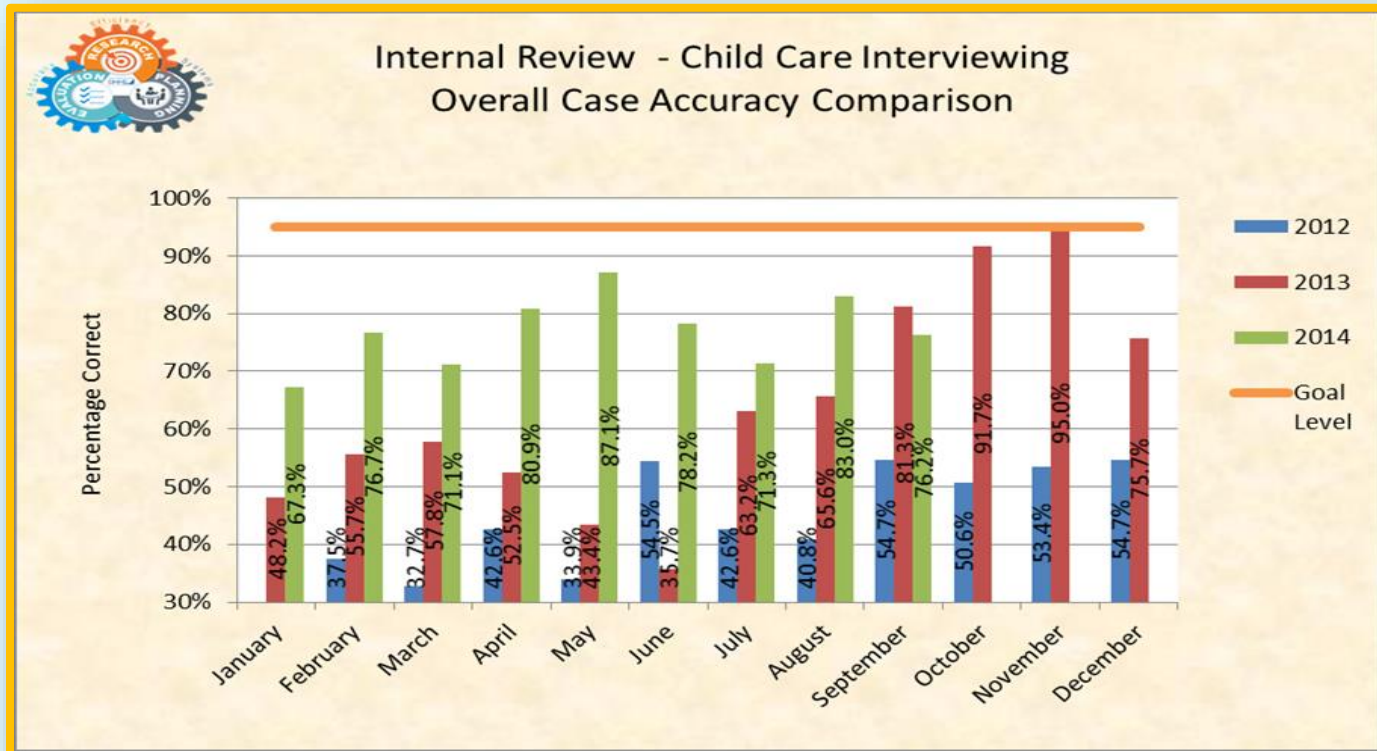
Child Care: Interviewing

Child Care Processing Program Case Reads

Child Care Processing - Program Cases Reviewed

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.
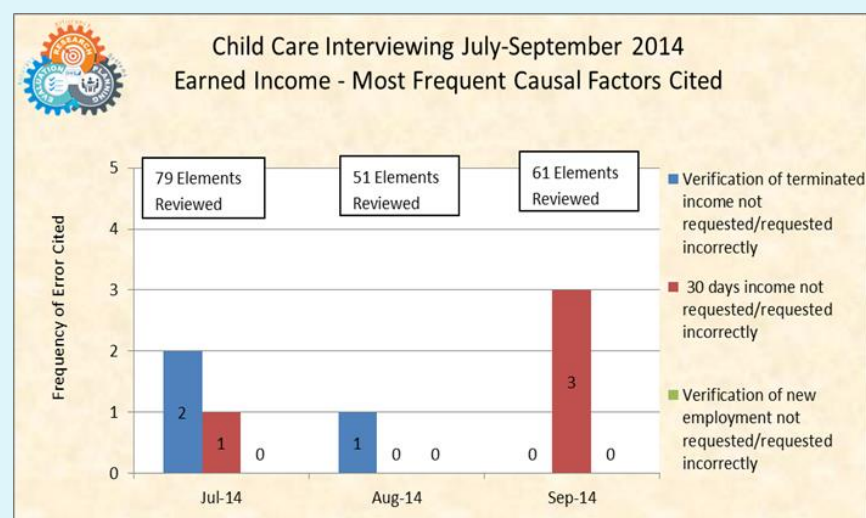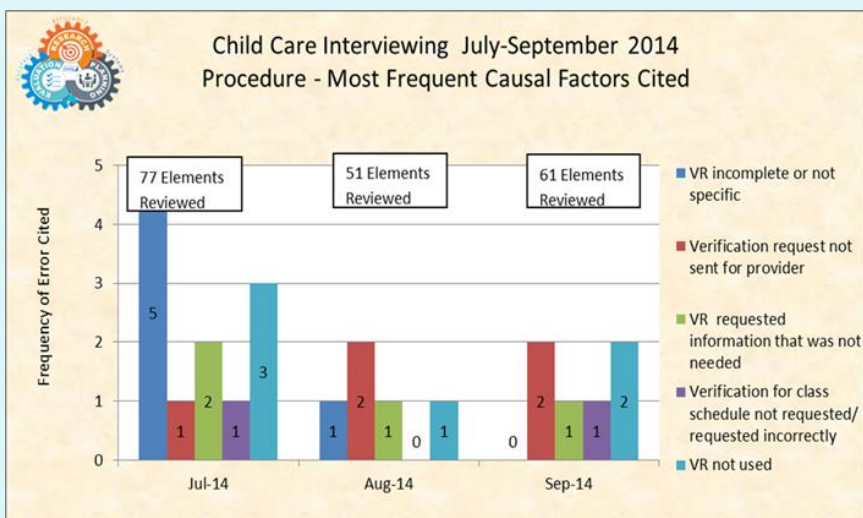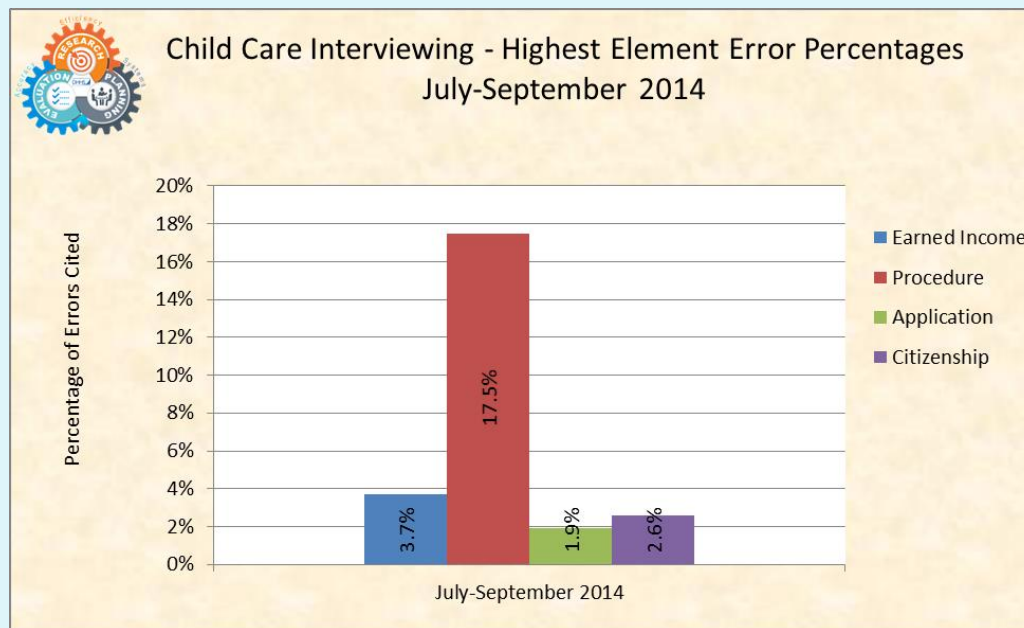
Child Care: Processing

Strengths/Accomplishments:

R.E.P. Released:

1. Verification for Provider: 9/29/2014
2. Family Unit: 9/29/2014
3. Days and Hours: 10/06/2014
4. Provider Web Portal: 10/06/2014

Captivate Released:

1. Common CC Errors Lesson 20

Action Items:

SCR:

1. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

Internal Review - Child Care Processing
Overall Case Accuracy Comparison

Internal Review - Child Care Processing
Overall Element Accuracy Comparison

Child Care: Processing
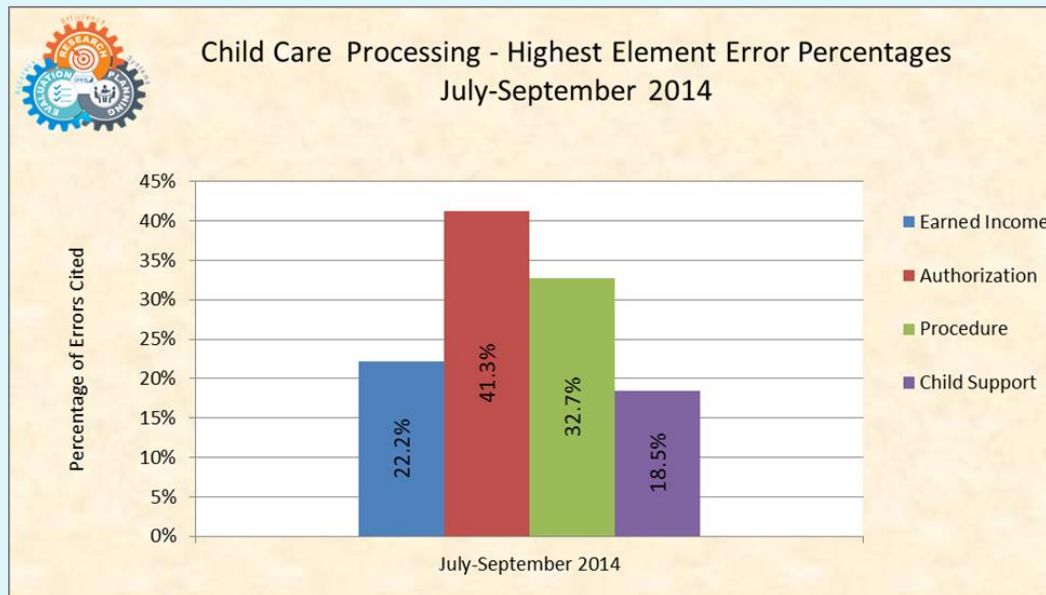
Child Care Change Management Program Case Reads

Child Care: Change Management

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

Strengths/Accomplishments:

R.E.P. Released:

1. Verification for Provider: 9/29/2014
2. Family Unit: 9/29/2014
3. Days and Hours: 10/06/2014
4. Provider Web Portal: 10/06/2014

Captivate Released:

1. Common CC Errors Lesson 20

SCR:

1. SCR 15503 for December 17 will mass update service authorizations when a provider's rate is updated.
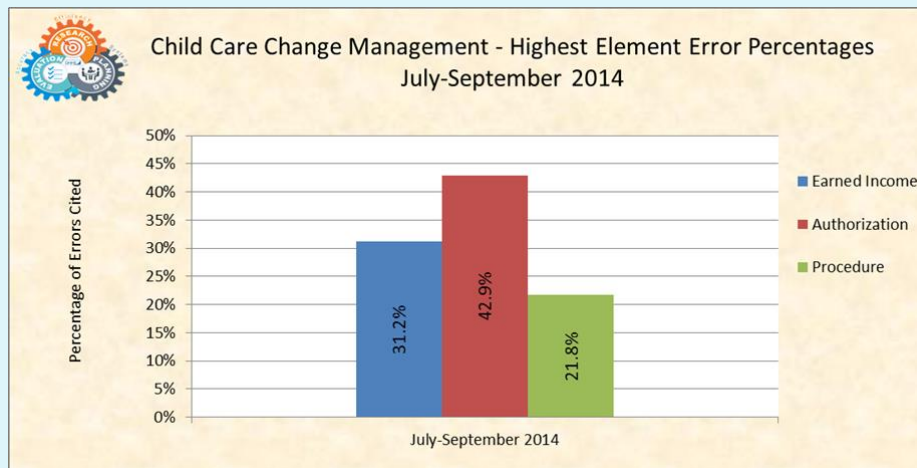
Action Items:

Barriers:

Internal Review - Child Care Change Management Overall Case Accuracy Comparison
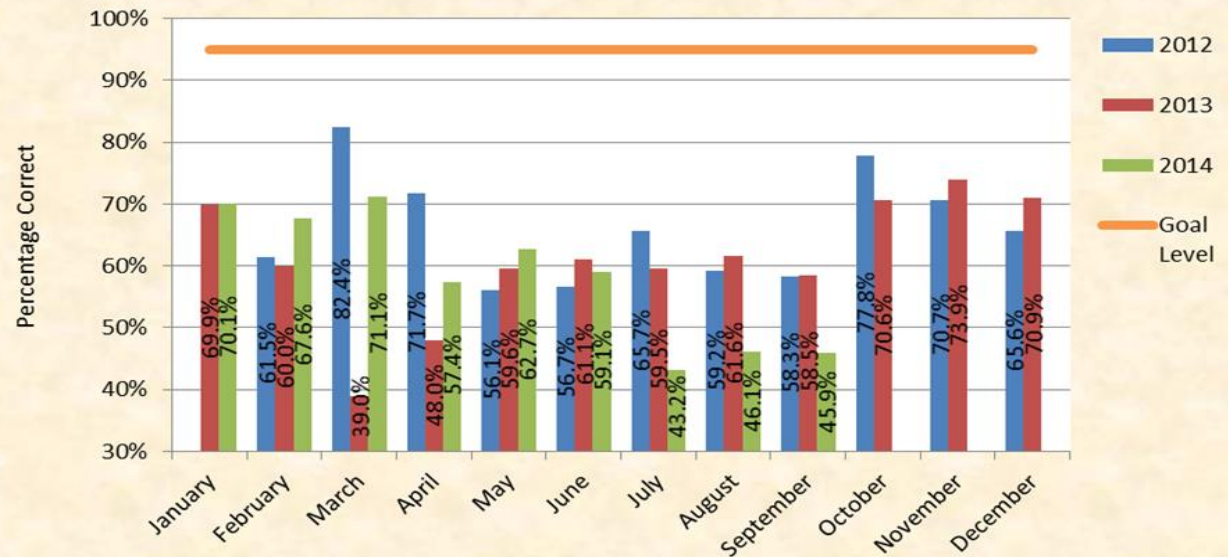
Internal Review - Child Care Change Management Overall Element Accuracy Comparison
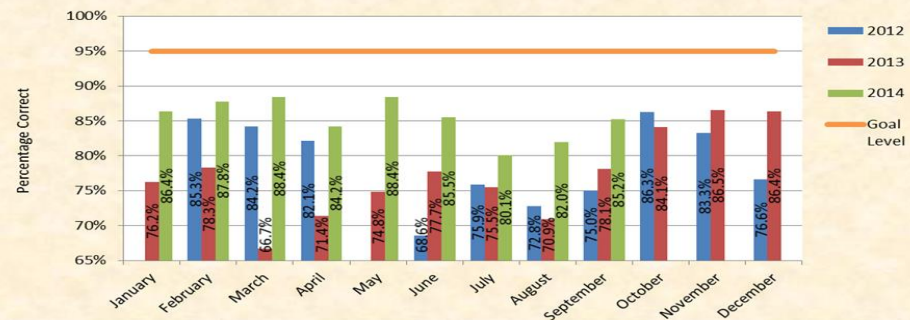
Child Care: Change Management
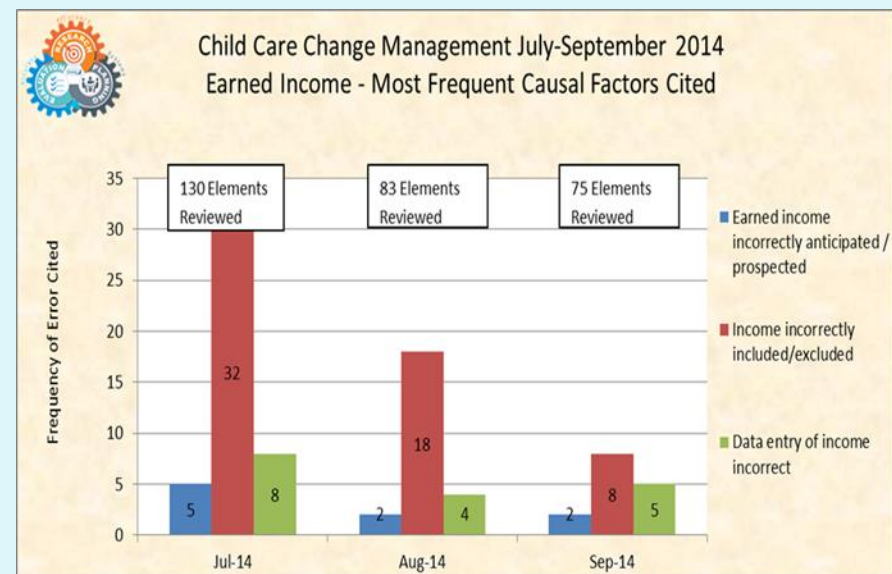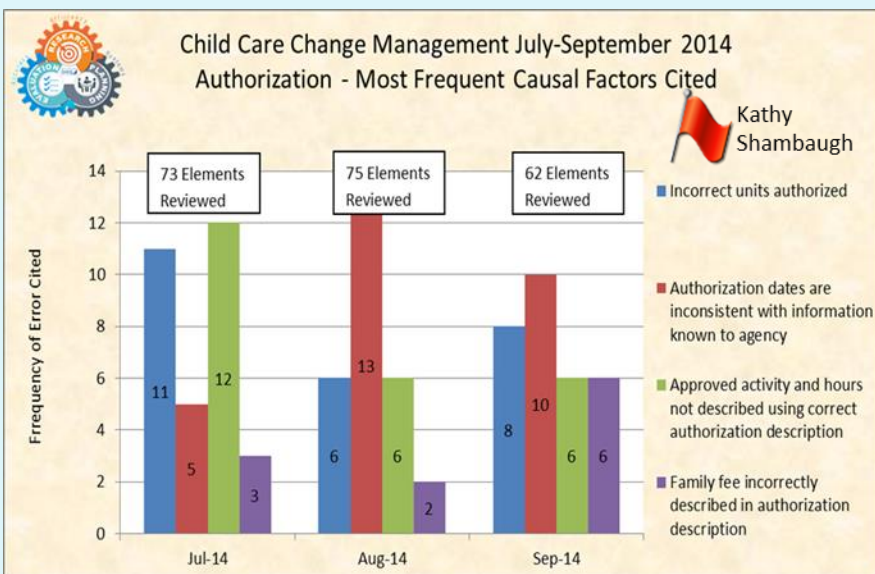
Child Care Success Stories

<u>Interviewing</u>

1. Earned Income Element: Removed Causal – Verification of new employment not requested/requested incorrectly, last cited 6/2014
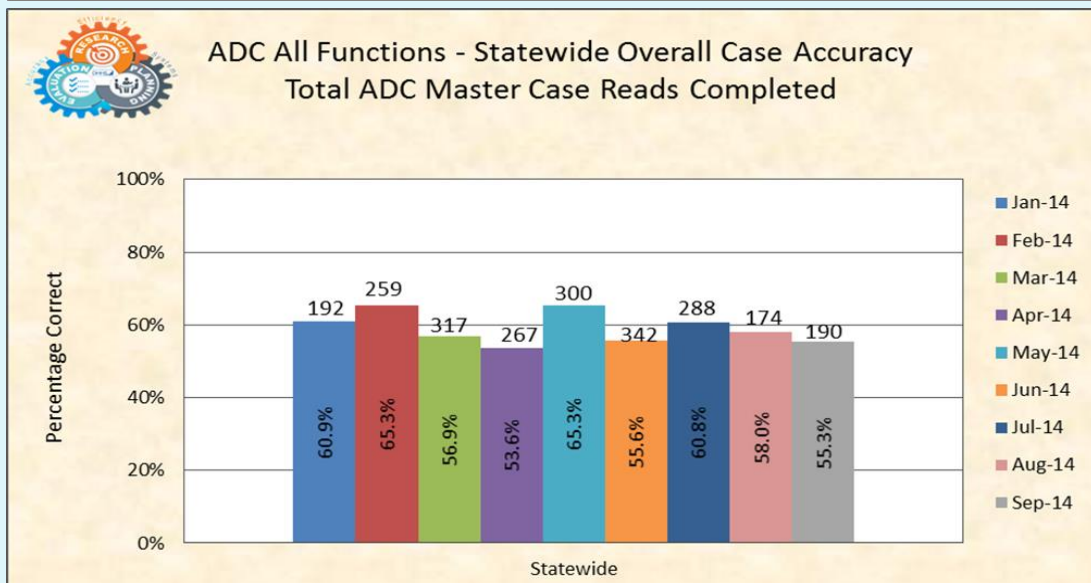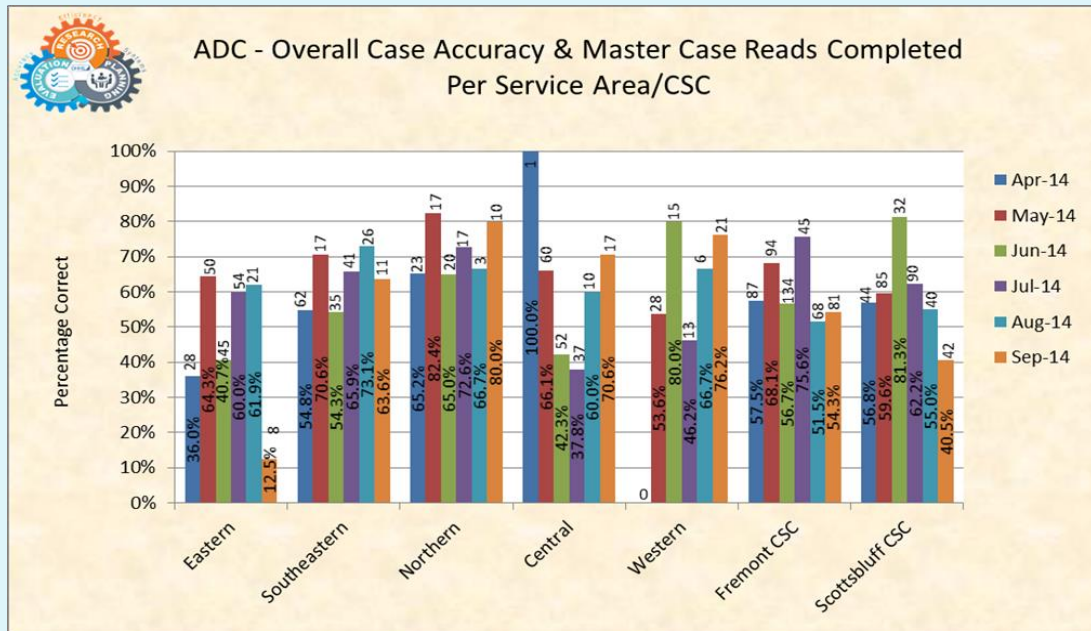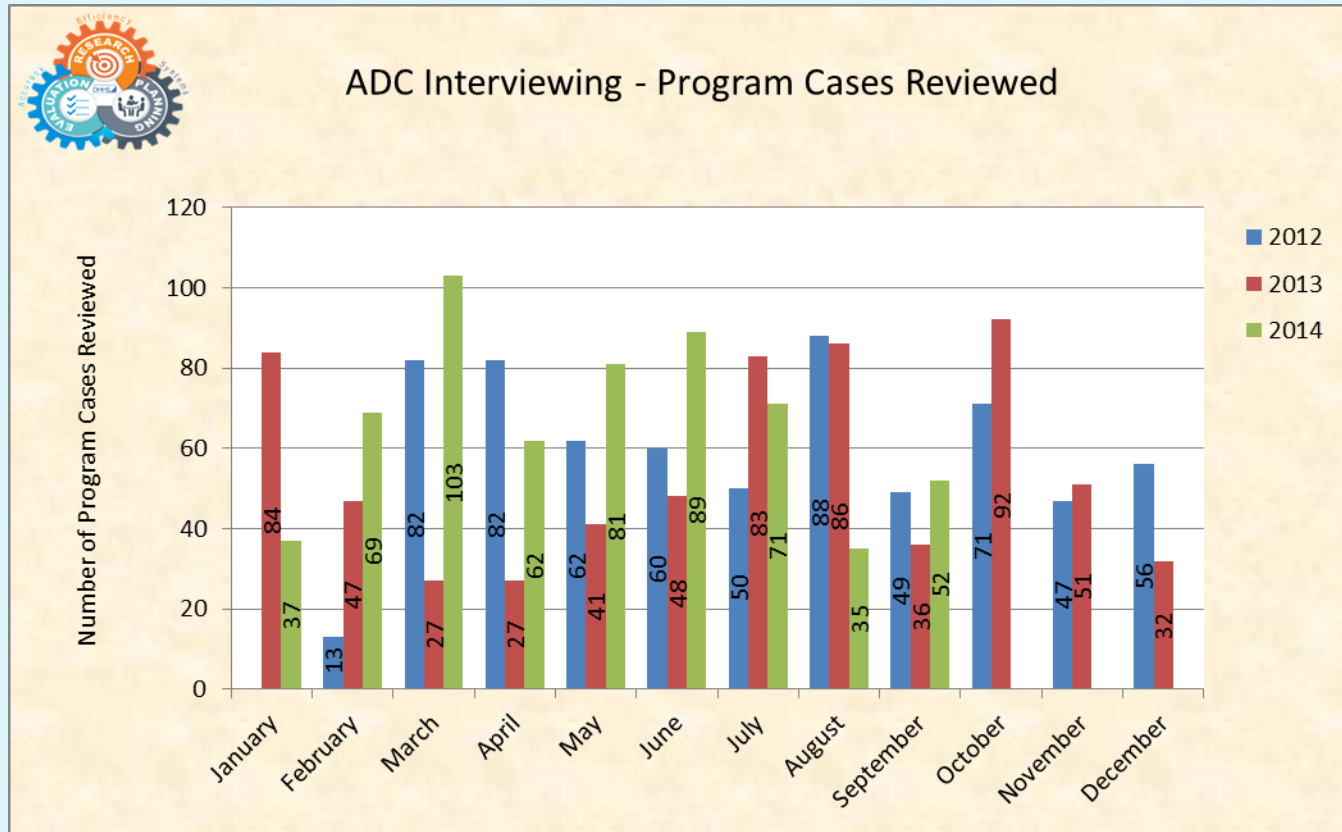
Child Care: Steps to Improvement

Processing/Change
Management:

- Creating a work group to create a calendar and/or spreadsheet for correct child care authorizations: Kathy Shambaugh

Aid to Dependent Children Accuracy

Aid to Dependent Children: Interviewing Program Case Reads

ADC Interviewing - Program Cases Reviewed

Aid to Dependent Child : Interviewing

Strengths/Accomplishments:

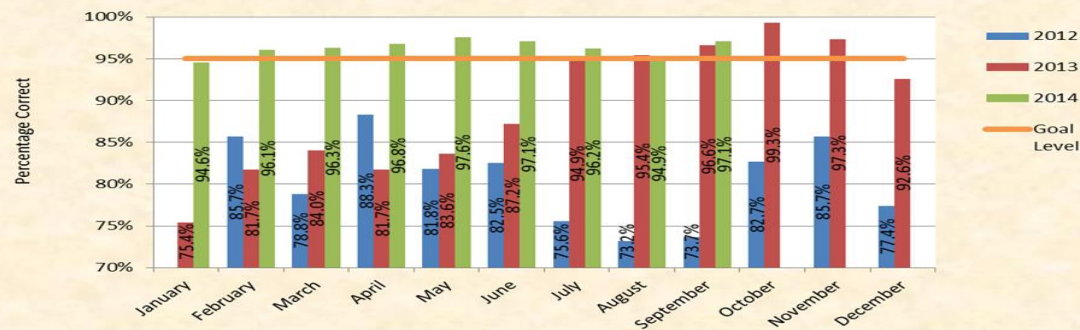**Action Items:**

Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

Internal Review - ADC Interviewing
Overall Case Accuracy Comparison

Internal Review - ADC Interviewing
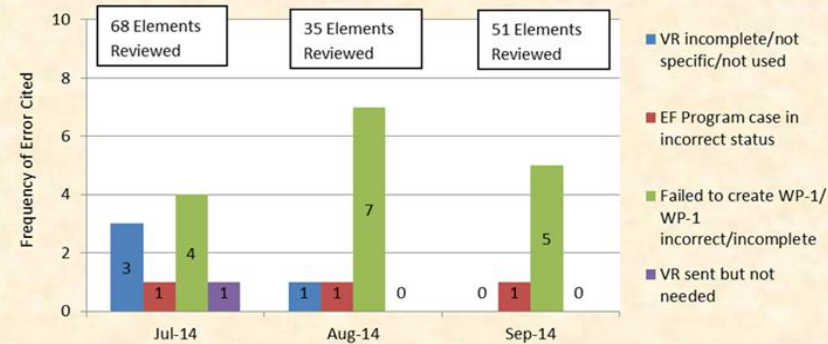Overall Element Accuracy Comparison
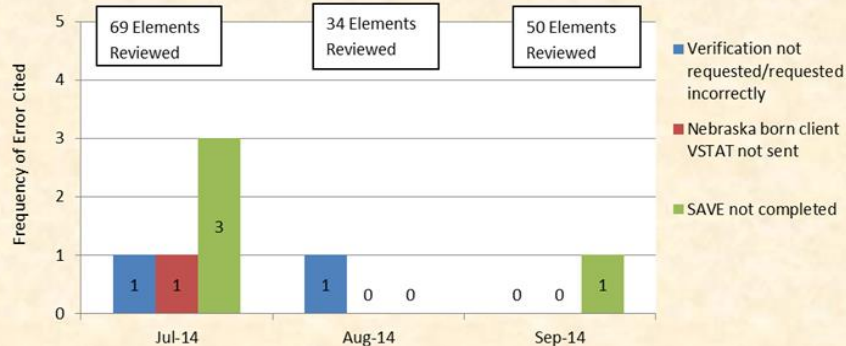
Aid to Dependent Children: Interviewing

Aid to Dependent Children: Processing Program Case Reads

ADC Processing - Program Cases Reviewed

Aid to Dependent Child : Processing

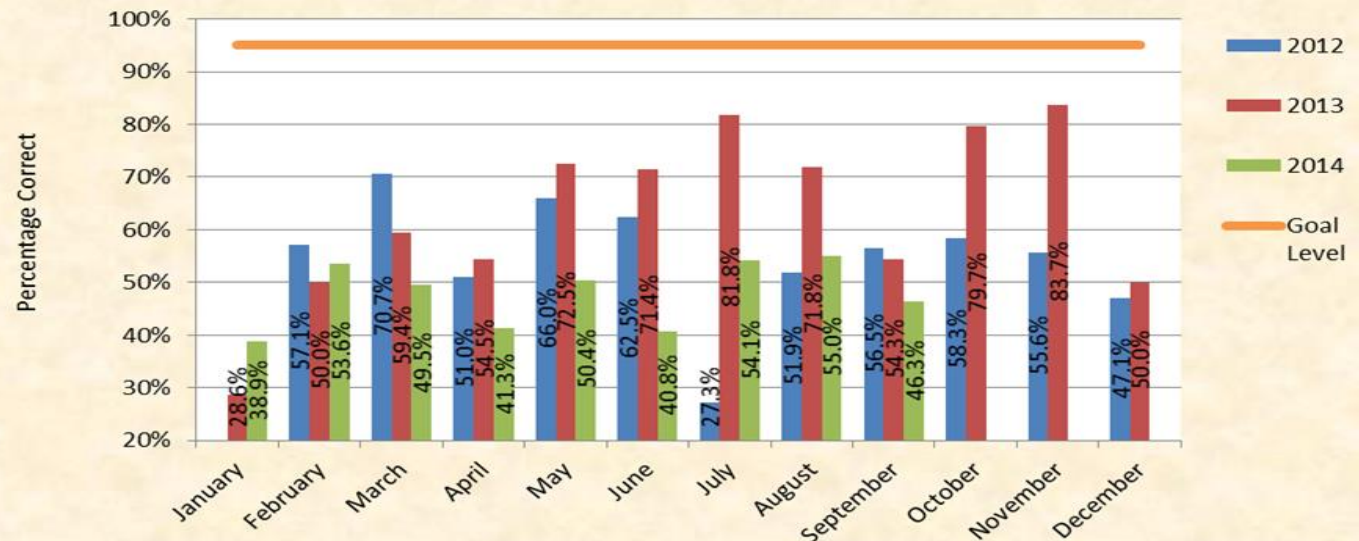**Strengths/Accomplishments:**

Action Items:
SCR:

1. SCR 15116 for November requires ADC budget to be run when an EF status or reason are updated.

2. SCR 15118 for November will create an alert for the EF worker when ADC budget is run.

3. SCR 15387 for November redesigns the WP – FS-1.
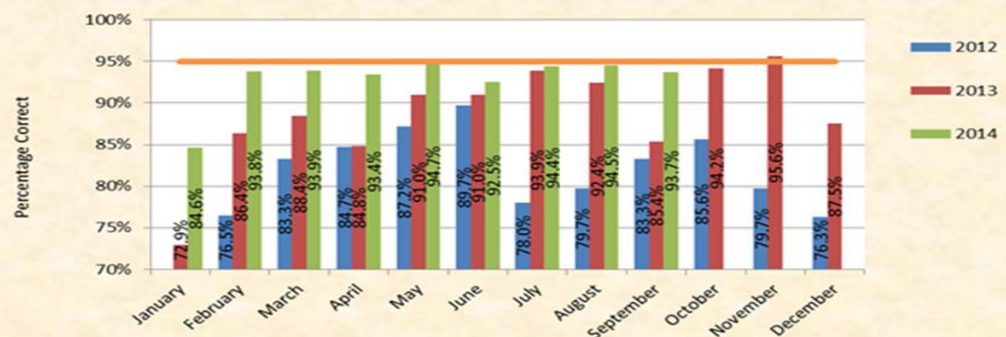
Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.
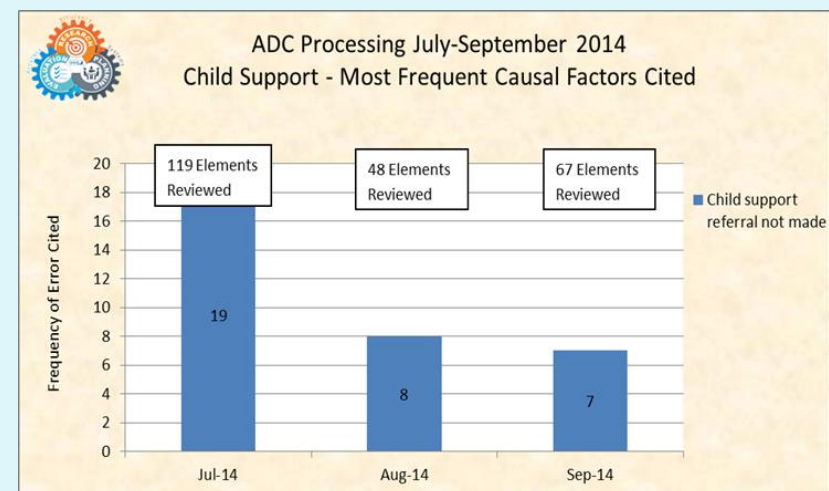

Internal Review - ADC Processing
Overall Case Accuracy Comparison

Internal Review - ADC Processing
Overall Element Accuracy Comparison

Aid to Dependent Children: Processing

ADC Processing - Highest Element Error Percentages July-September 2014
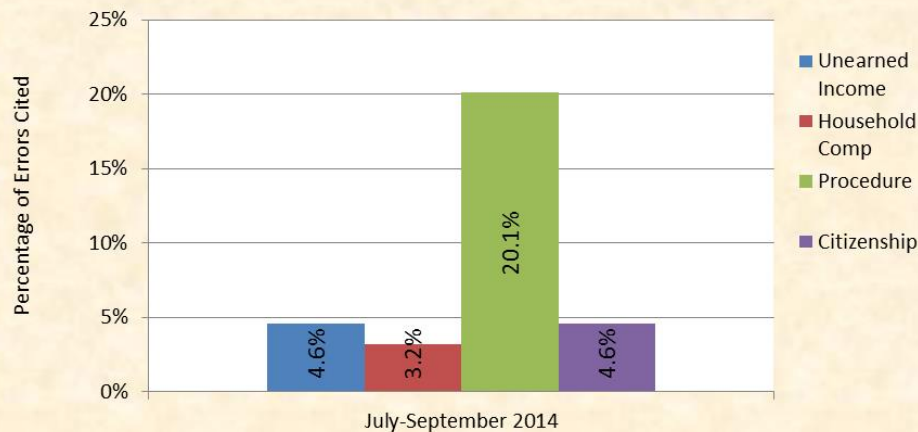
ADC Processing July-September 2014 Procedure - Most Frequent Causal Factors Cited

ADC Processing July-September 2014 Child Support - Most Frequent Causal Factors Cited

Aid to Dependent Children: Change Management Program Case Reads

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.
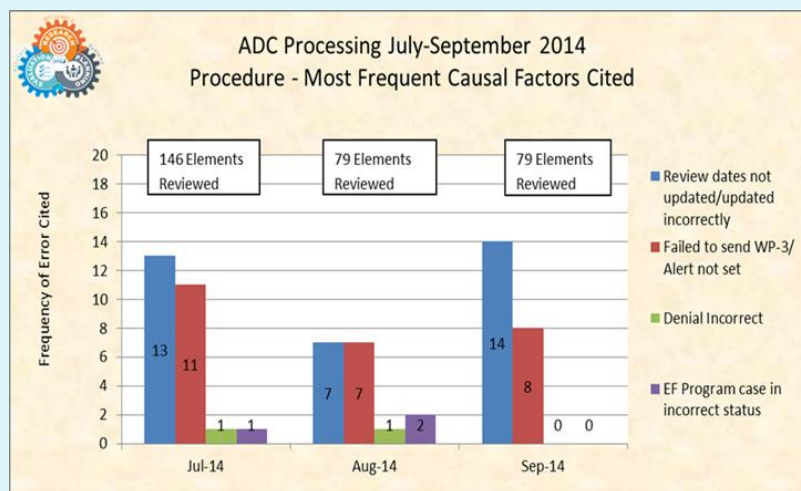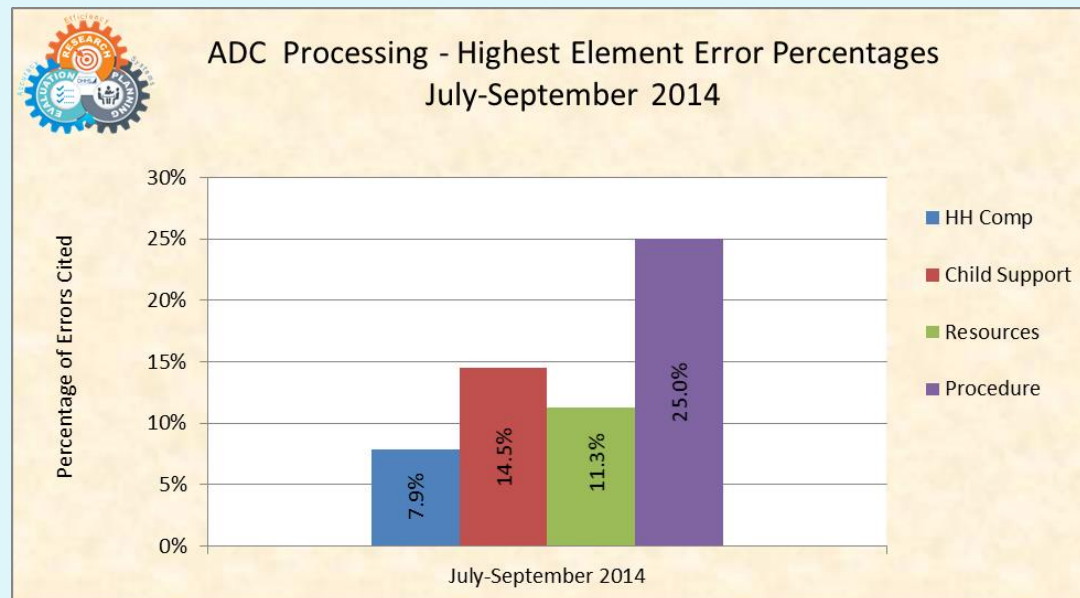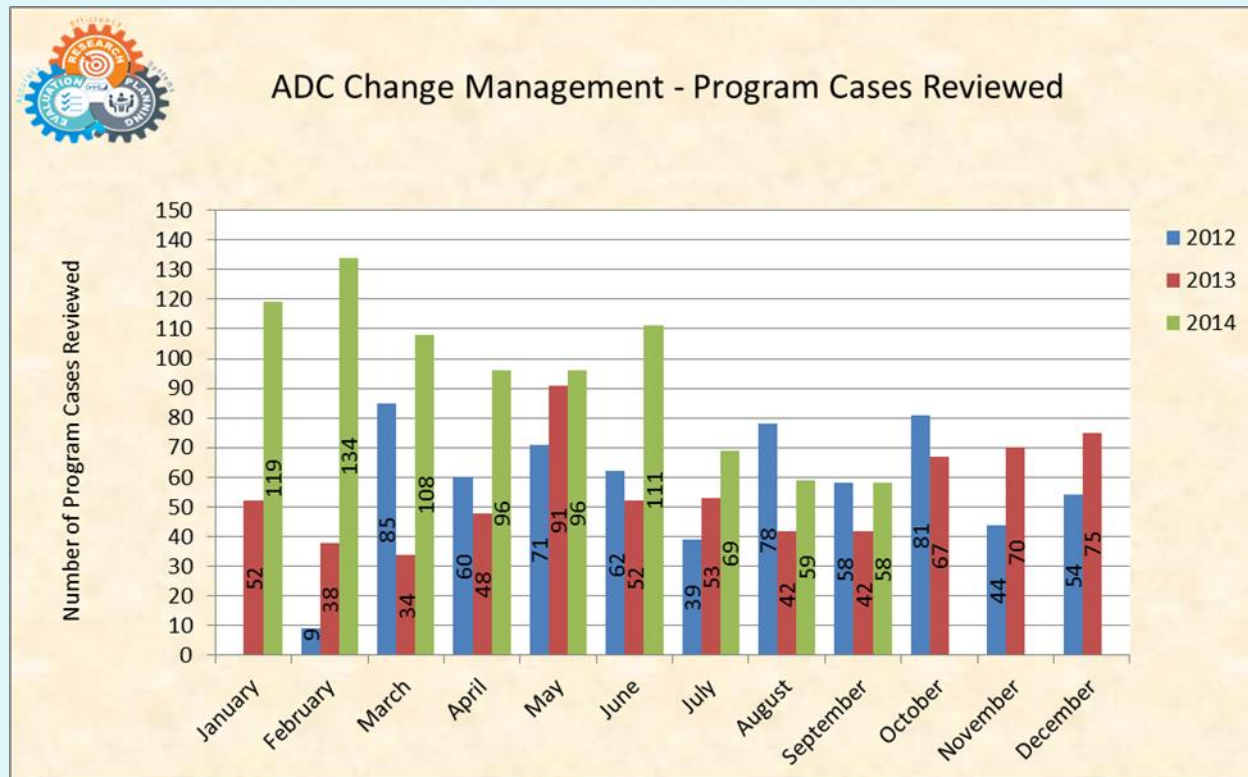
Aid to Dependent Child : Change Management
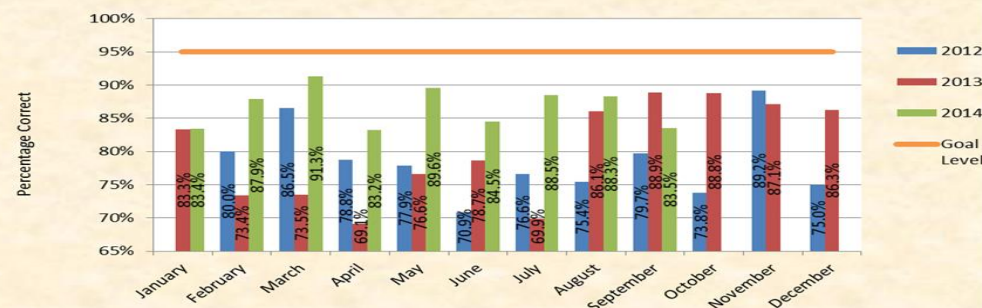
Strengths/Accomplishments:

Action Items:
SCR:

1. SCR 15146 configures 3rd trimester Unborns into the ADC case.
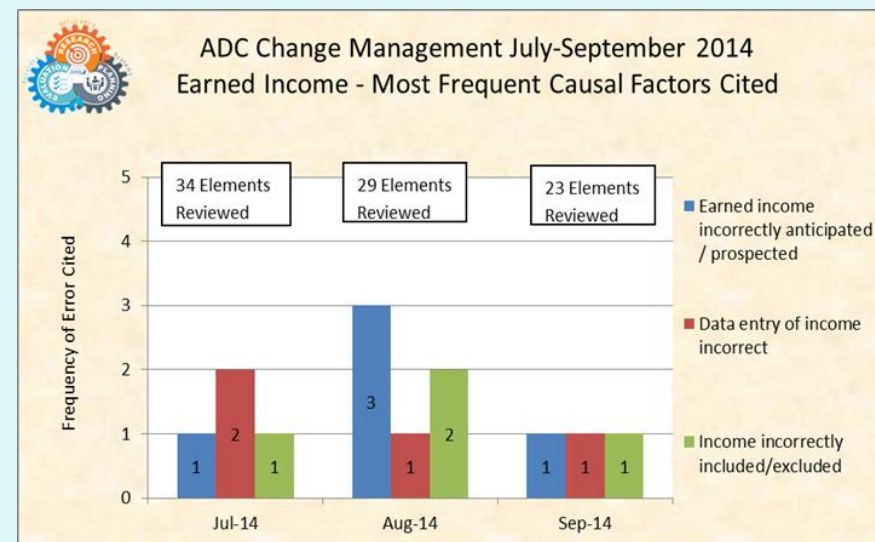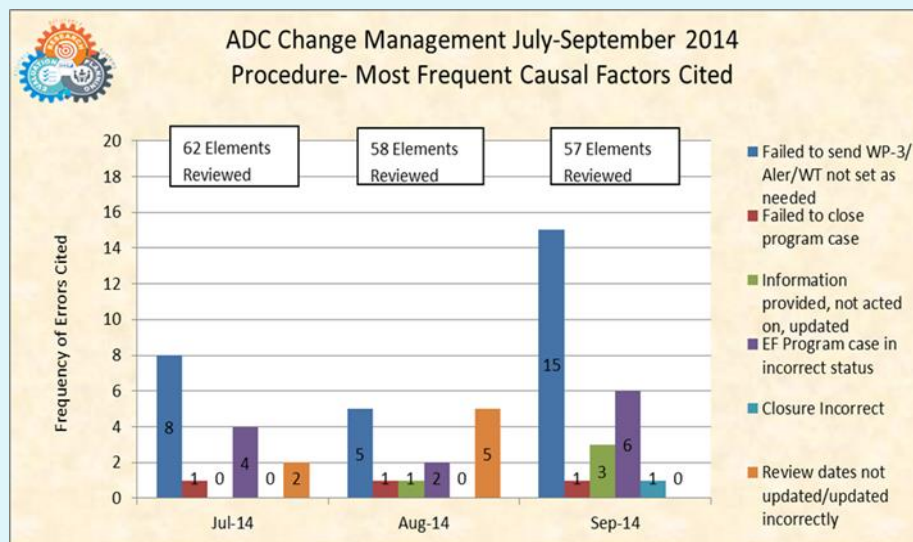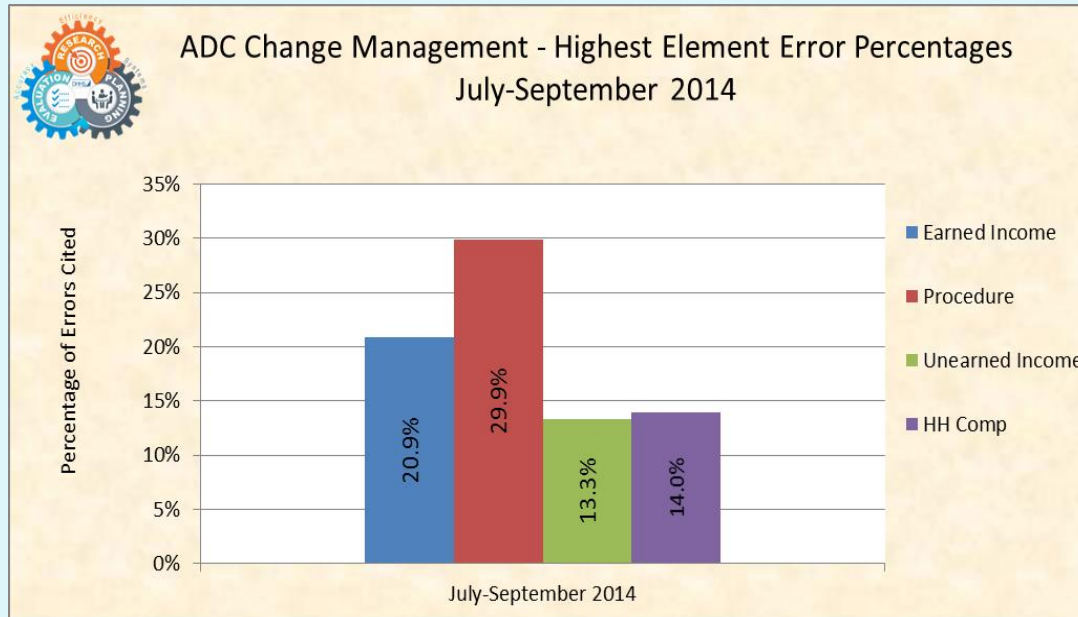
Barriers:

Internal Review - ADC Change Management
Overall Case Accuracy Comparison

Internal Review - ADC Change Management
Overall Element Accuracy Comparison

Aid to Dependent Children: Change Management

ADC Change Management - Highest Element Error Percentages
July-September 2014

ADC Change Management July-September 2014
Procedure- Most Frequent Causal Factors Cited

ADC Change Management July-September 2014
Earned Income - Most Frequent Causal Factors Cited
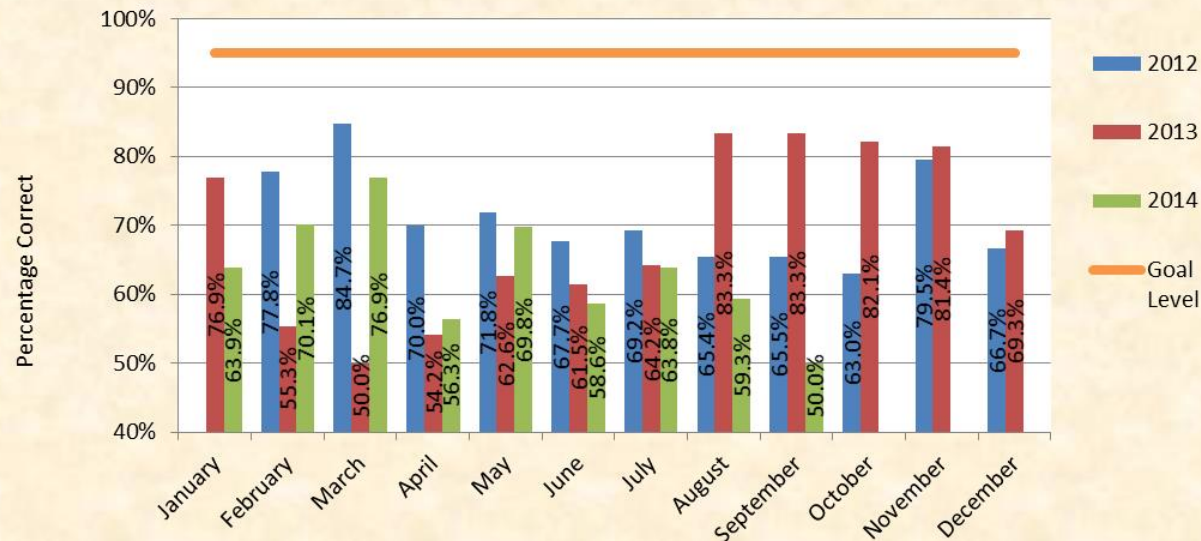
ADC Success Stories

Interviewing

1. Removed Resource Element, last error cited 6/2014
2. Unearned Income: Removed Causal – Gifts/Loans/Contributions not requested/requested incorrectly, last error cited 6/2014
3. HH Comp: Removed Causal – Verification of pregnancy not requested, last error cited 6/2014

Low-Income Home Energy Assistance Program: Accuracy
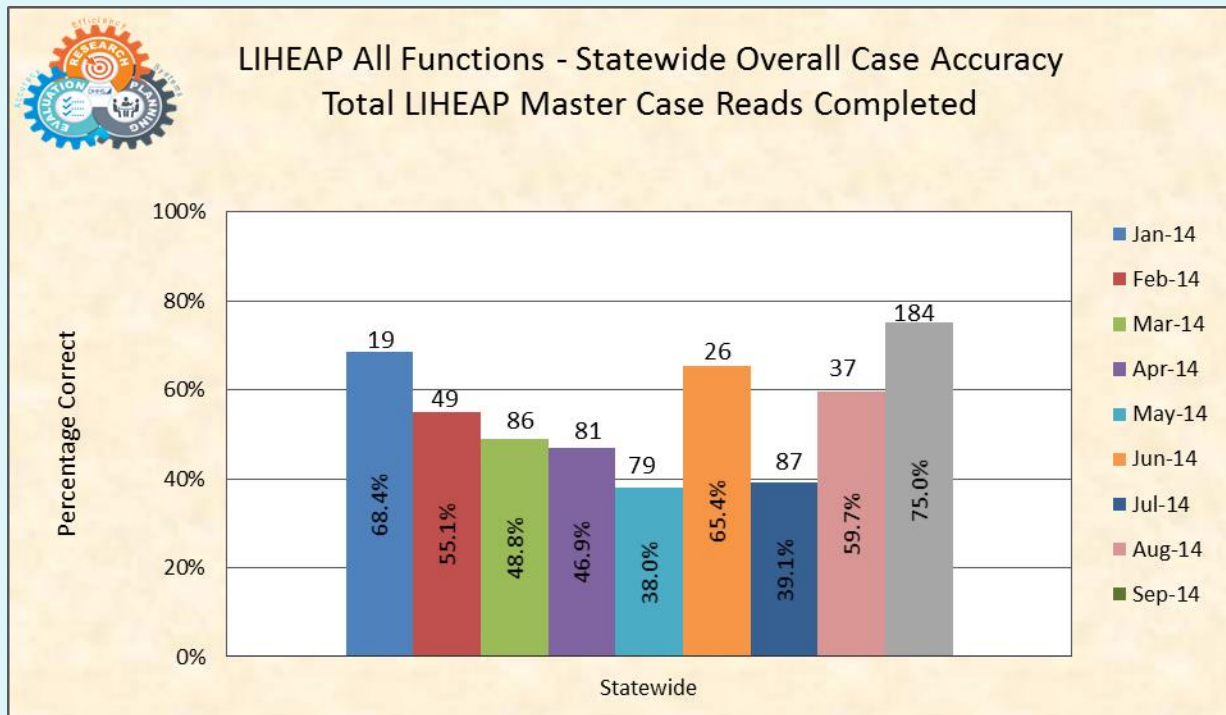
LIHEAP All Functions - Statewide Overall Case Accuracy
Total LIHEAP Master Case Reads Completed

Low-Income Home Energy Assistance Program Processing Program Case Reads

LIHEAP Processing - Program Cases Reviewed
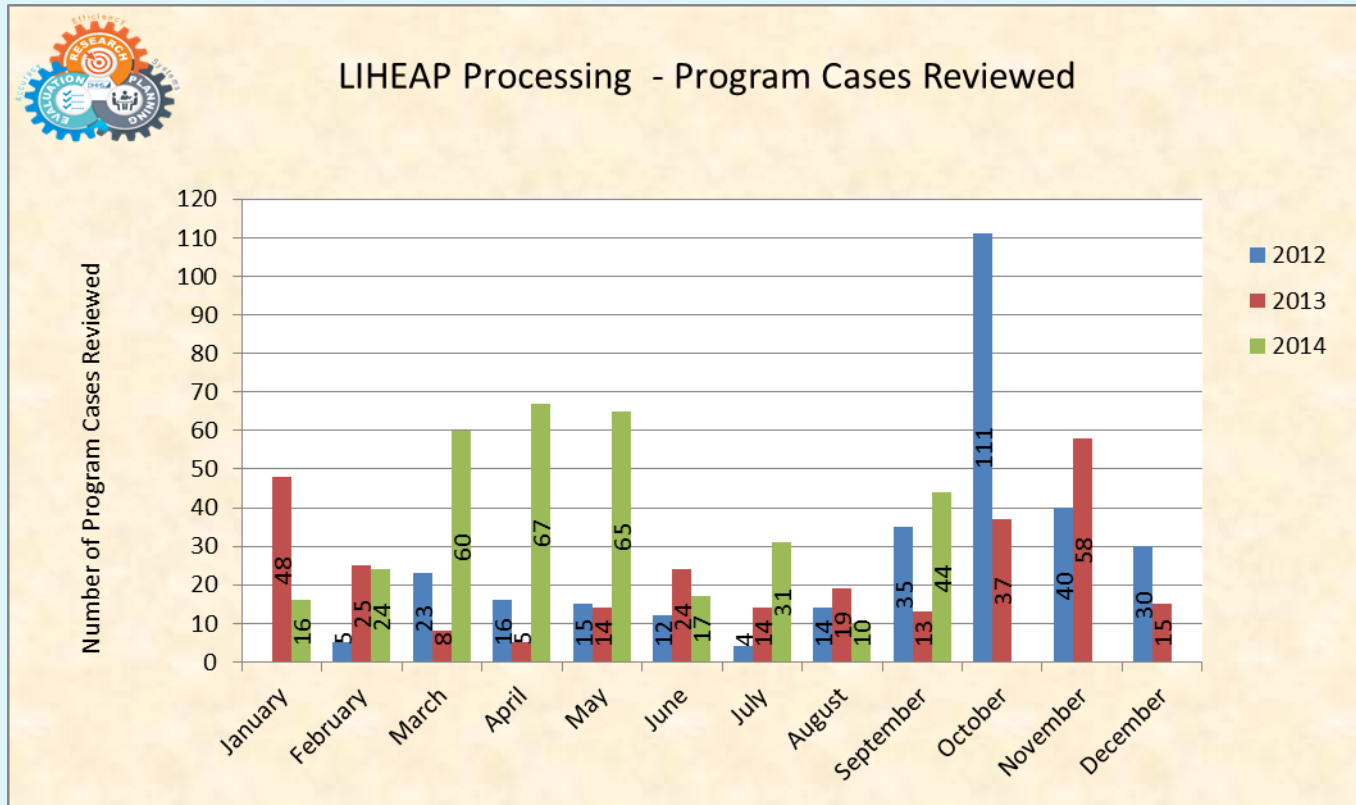
Low Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:
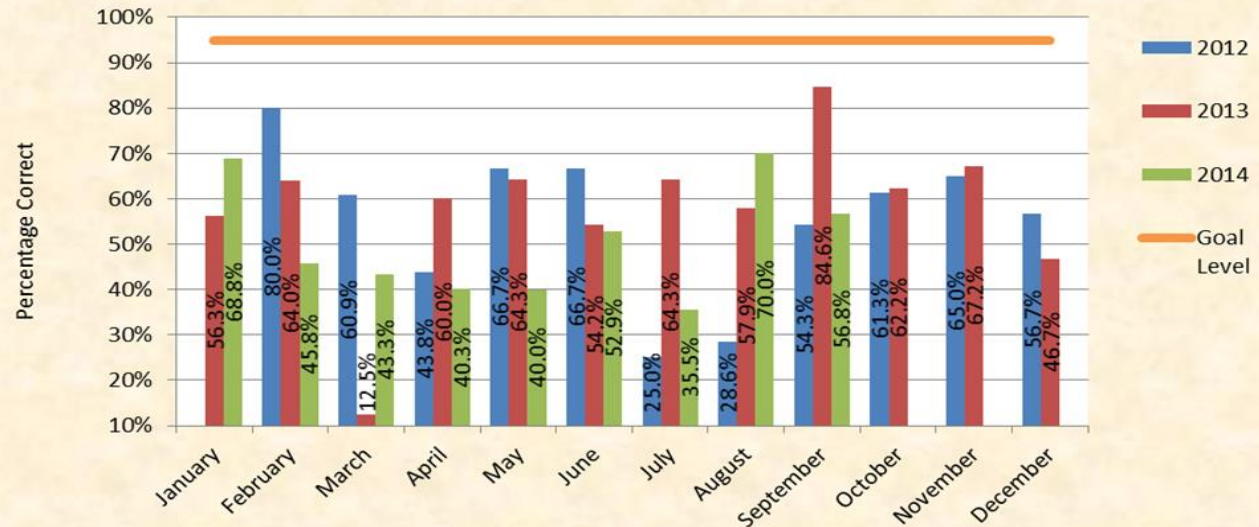
Action Items:

SCR:

1. SCR 16004 for November will disable budgeting on closed LIHEAP cases.
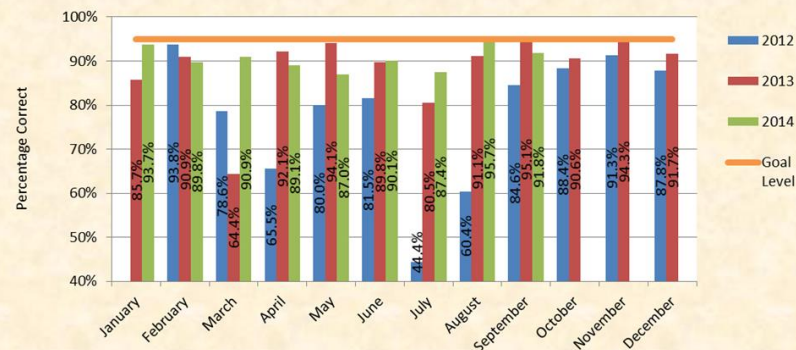
Barriers:

Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.
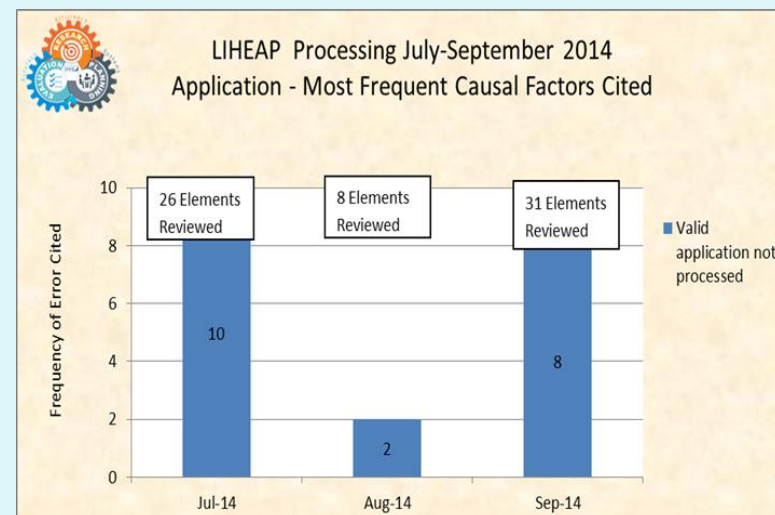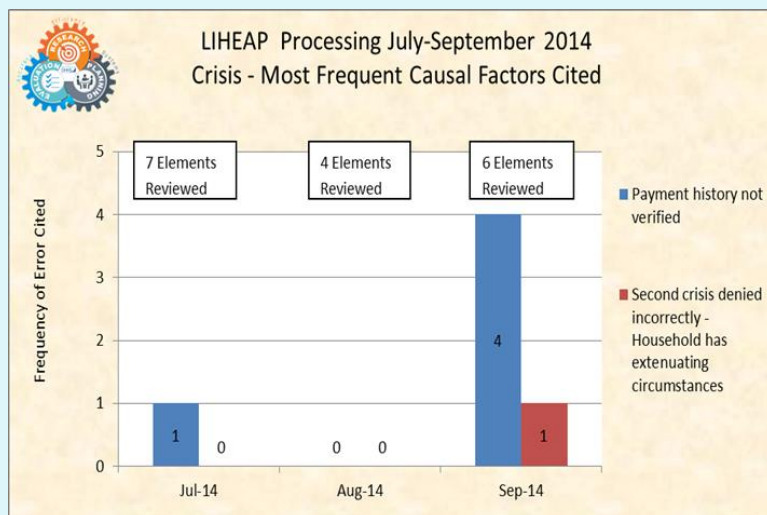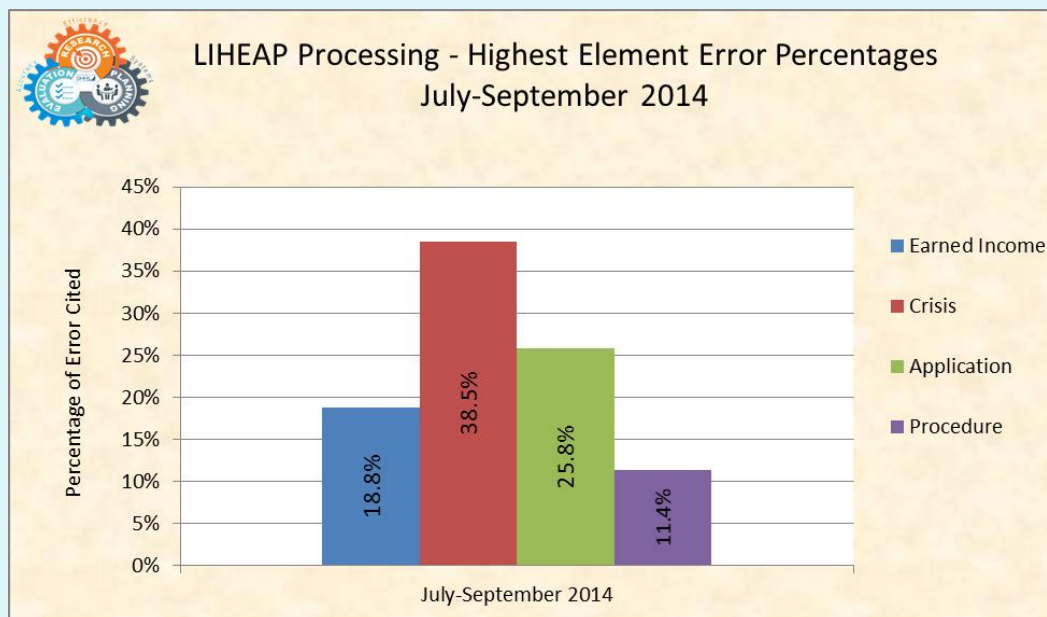

Internal Review - LIHEAP Processing
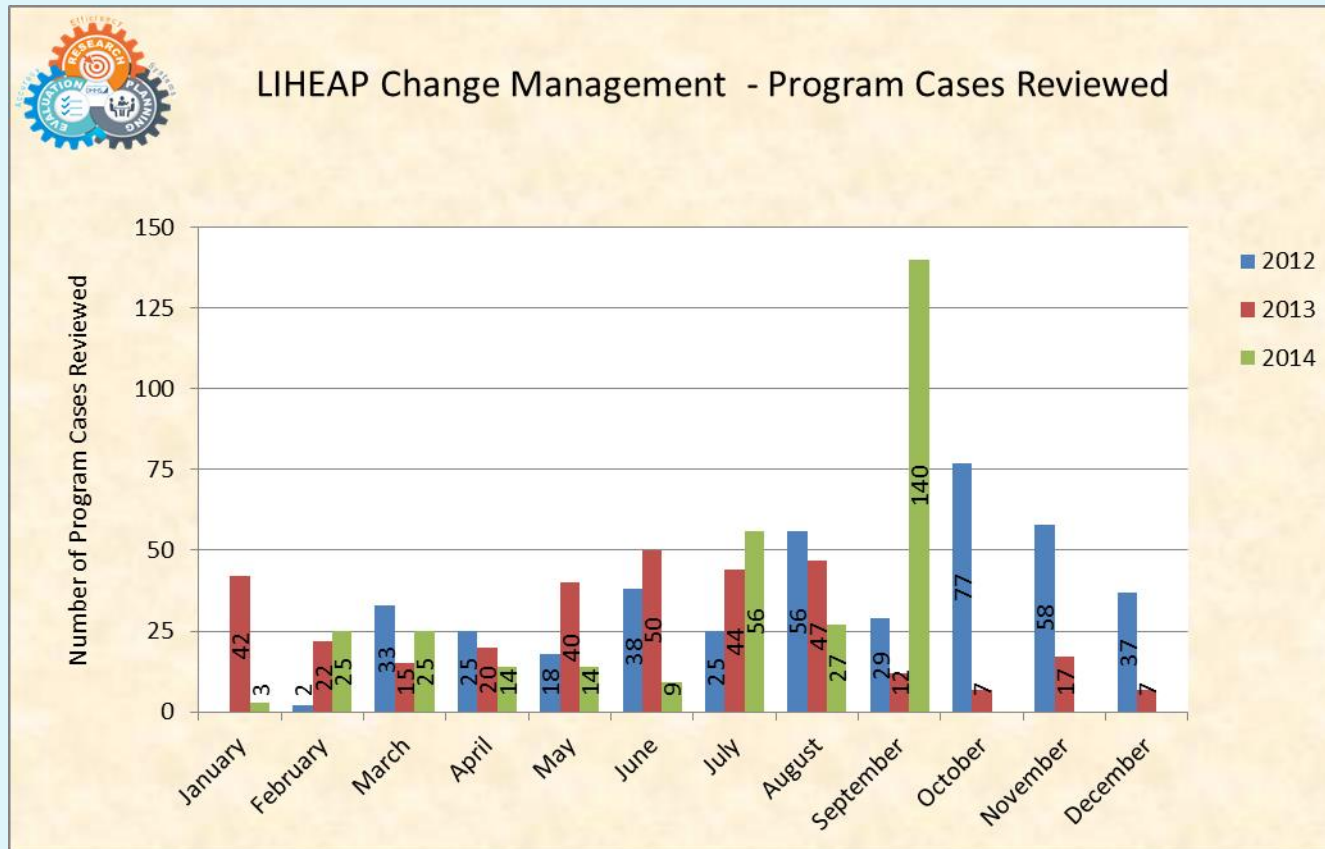Overall Case Accuracy Comparison

Internal Review - LIHEAP Processing
Overall Element Accuracy Comparison

Low Income Home Energy Assistance Program: Processing

Low-Income Home Energy Assistance Program: Change Management Program Case Reads

LIHEAP Change Management - Program Cases Reviewed

Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

Action Items:

SCR:

1. In July, MESA has been updated to be able to run more cases, preventing work task creation.
2. LIHEAP overpayments/sanctions will be recorded in N-FOCUS.

Barriers:

Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.
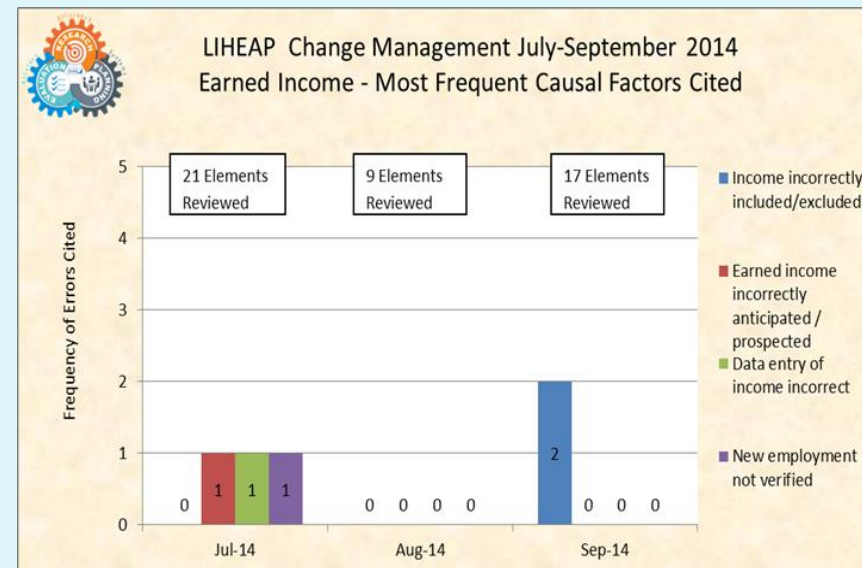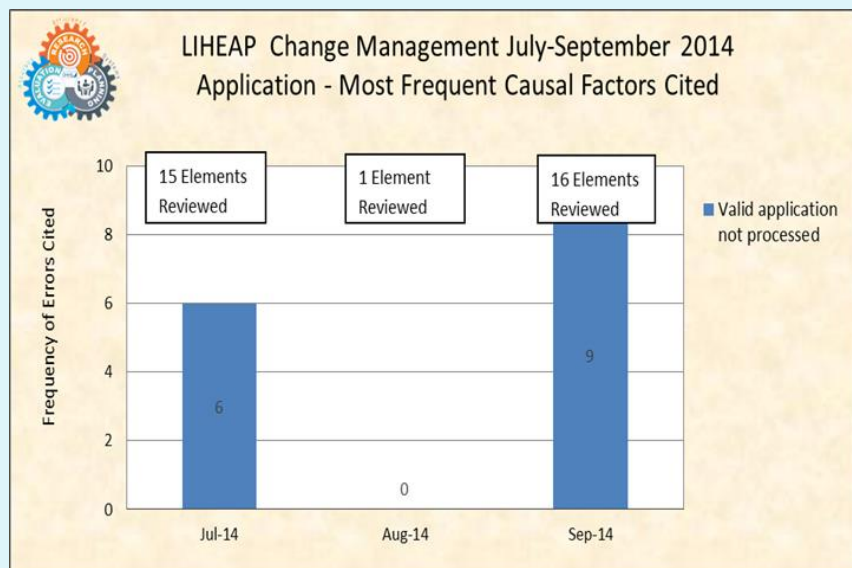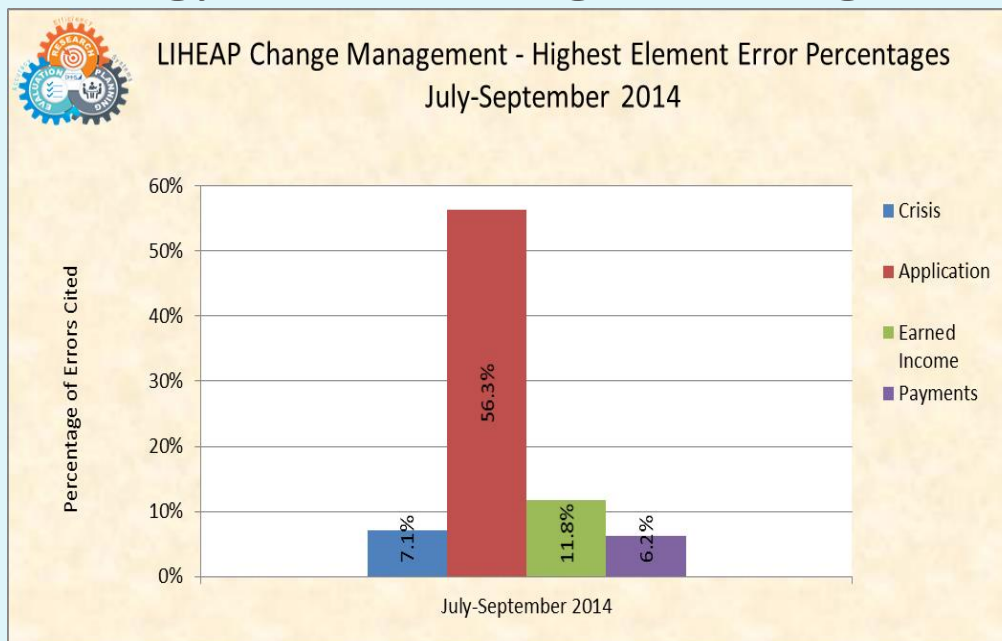

Internal Review - LIHEAP Change Management
Overall Case Accuracy Comparison
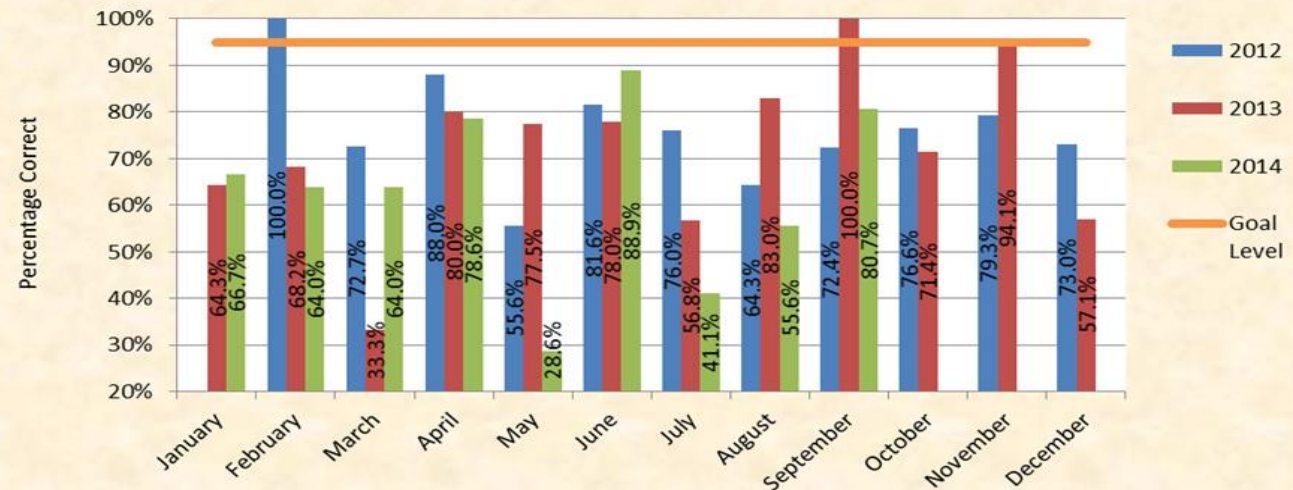
Internal Review - LIHEAP Change Management
Overall Element Accuracy Comparison
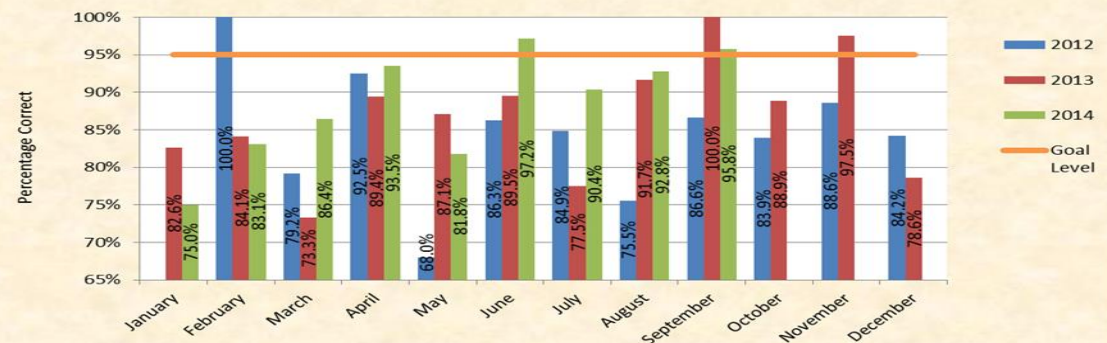
# Low-Income Home Energy Assistance Program: Change Management

LIHEAP Success Stories

<u>Processing</u>
1. Earned Income: Removed Causal – Earned income incorrectly anticipated/prospected
2. Earned Income: Removed Causal – Verification of employment not received prior to processing
3. Unearned Income: Removed Causal – Child support incorrect/not allowed
4. Unearned Income: Removed Causal – VA/Other income incorrect/not allowed

Assistance to the Aged, Blind, or Disabled Payment Accuracy
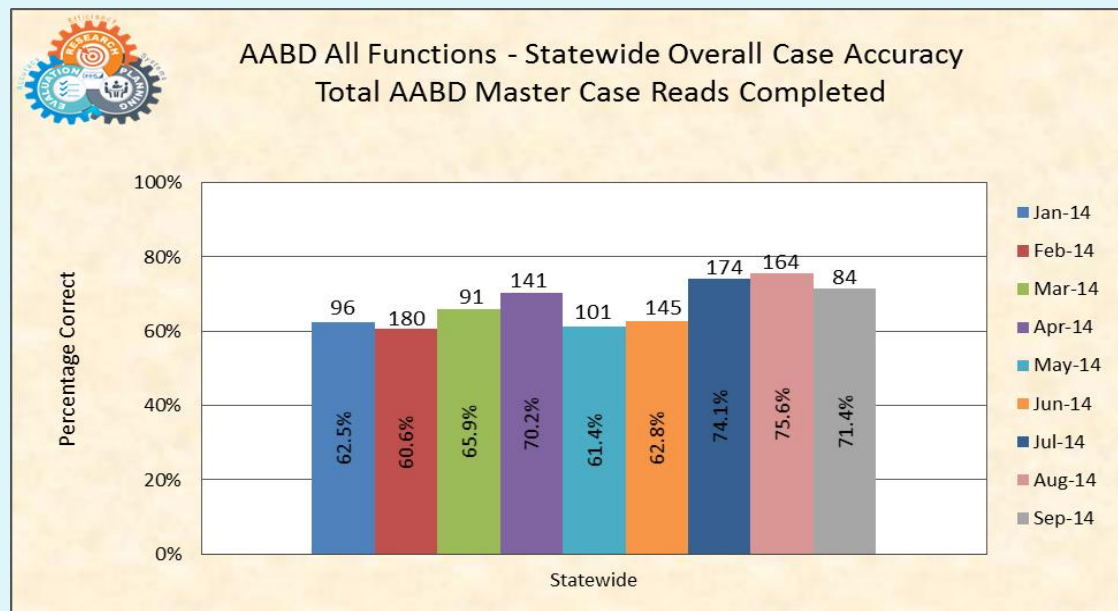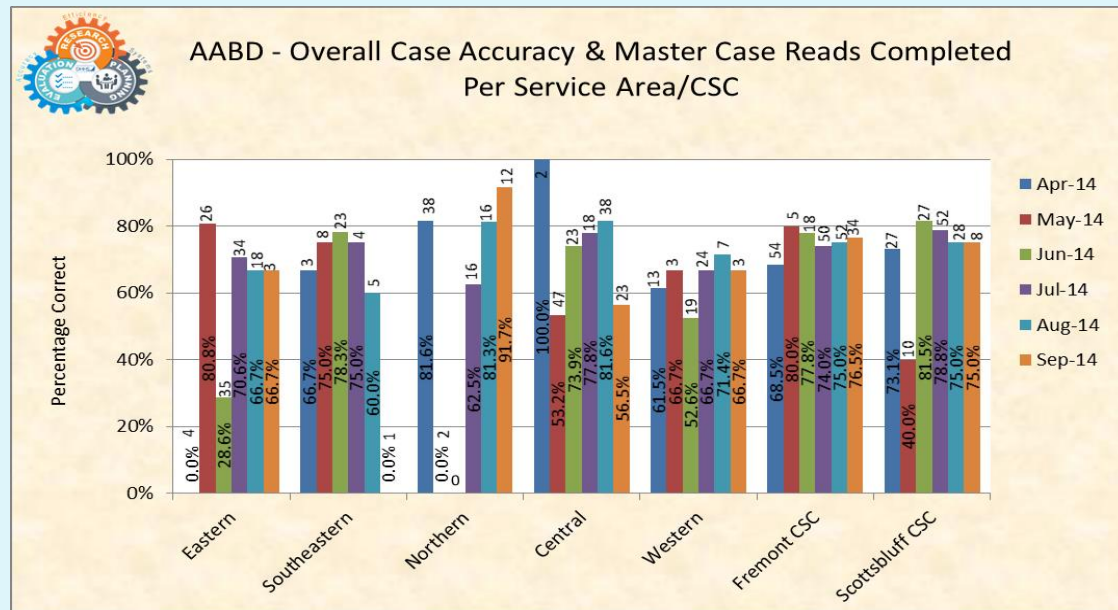
Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads
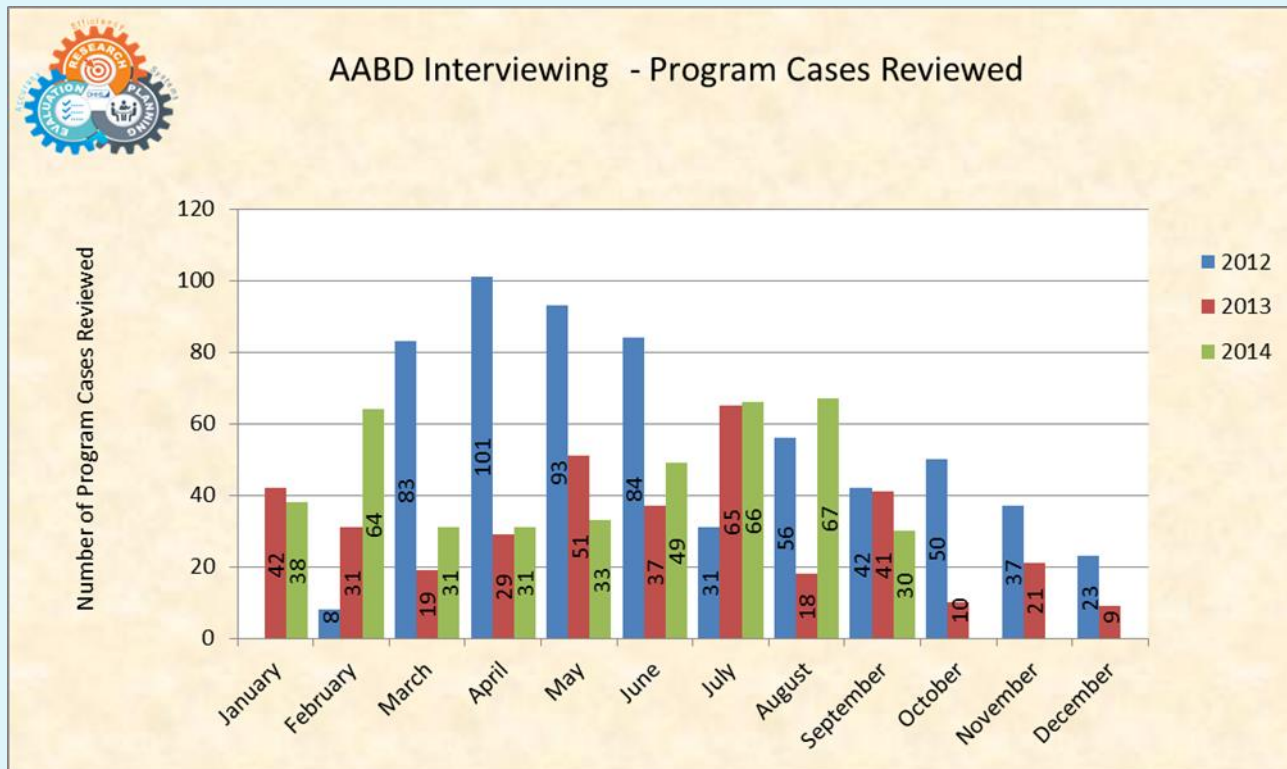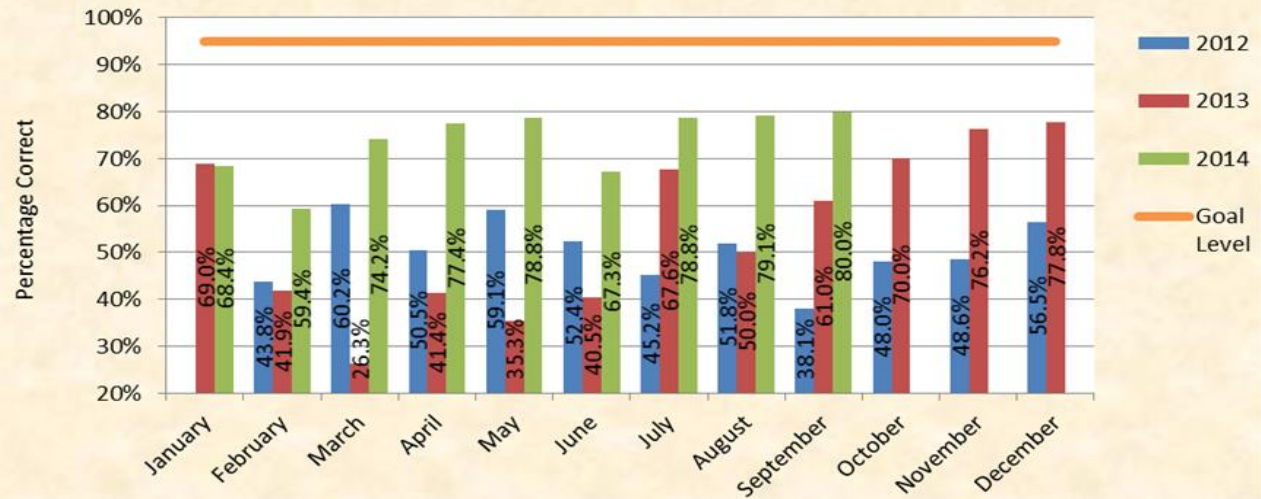
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Strengths/Accomplishments:

Action Items:

Barriers:

Internal Review - AABD Interviewing
Overall Case Accuracy Comparison

Internal Review - AABD Interviewing
Overall Element Accuracy Comparison

Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads

Assistance to the Aged, Blind, or Disabled Payment: Processing

Strengths/Accomplishments:

Action Items:
SCR:

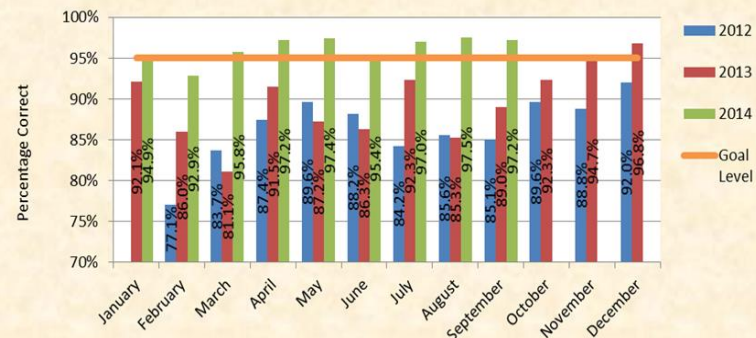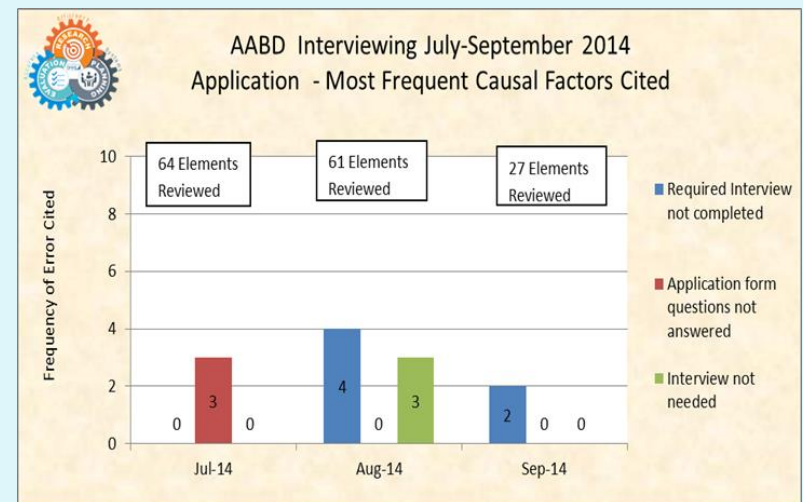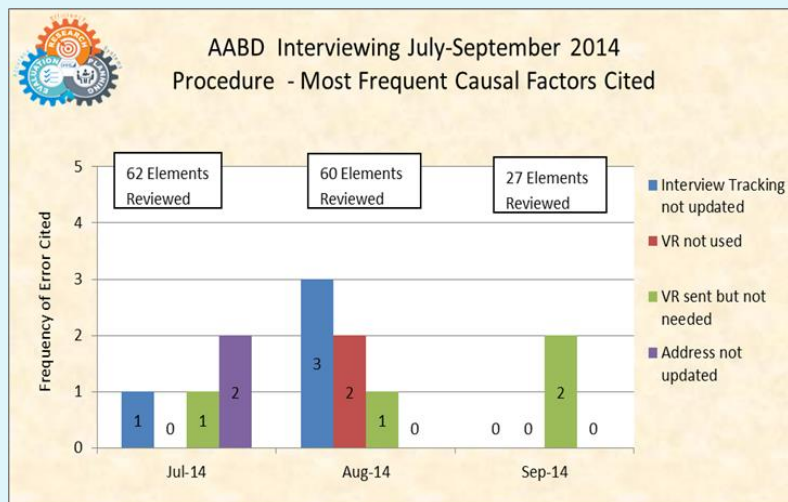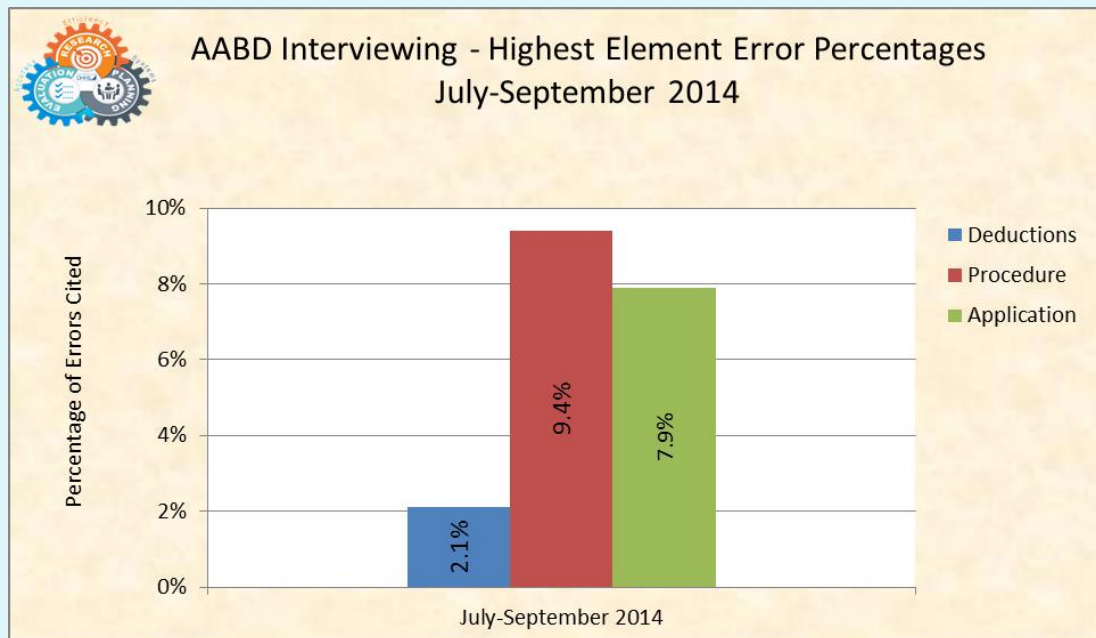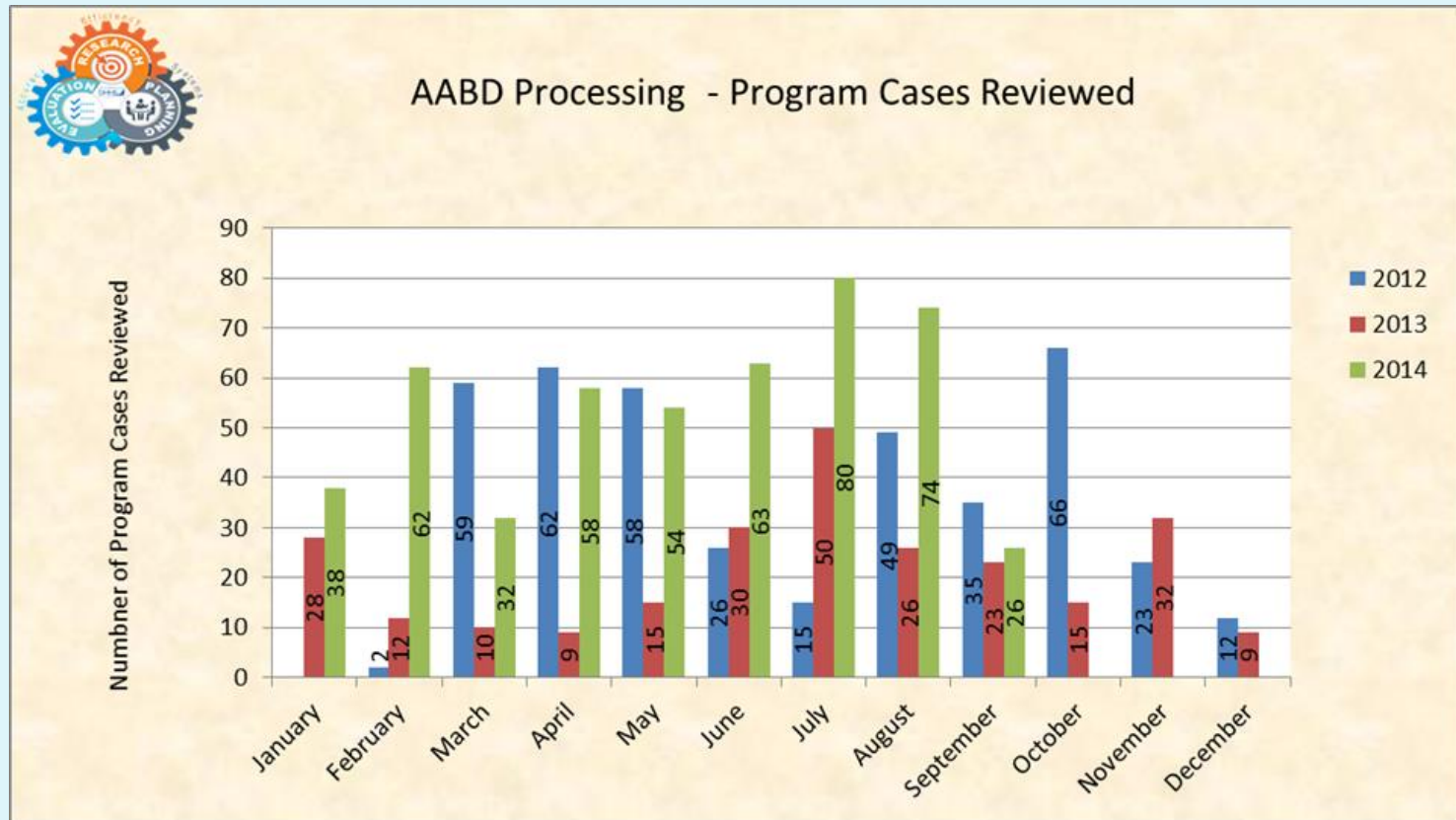1. SCR 14050 for November allows budgeting for LPR clients.

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Internal Review - AABD Processing
Overall Case Accuracy Comparison

Internal Review - AABD Processing
Overall Element Accuracy Comparison
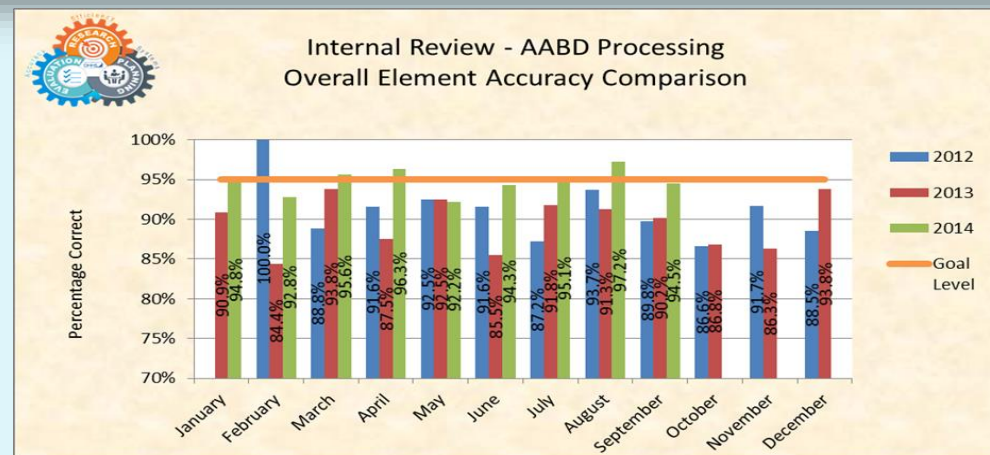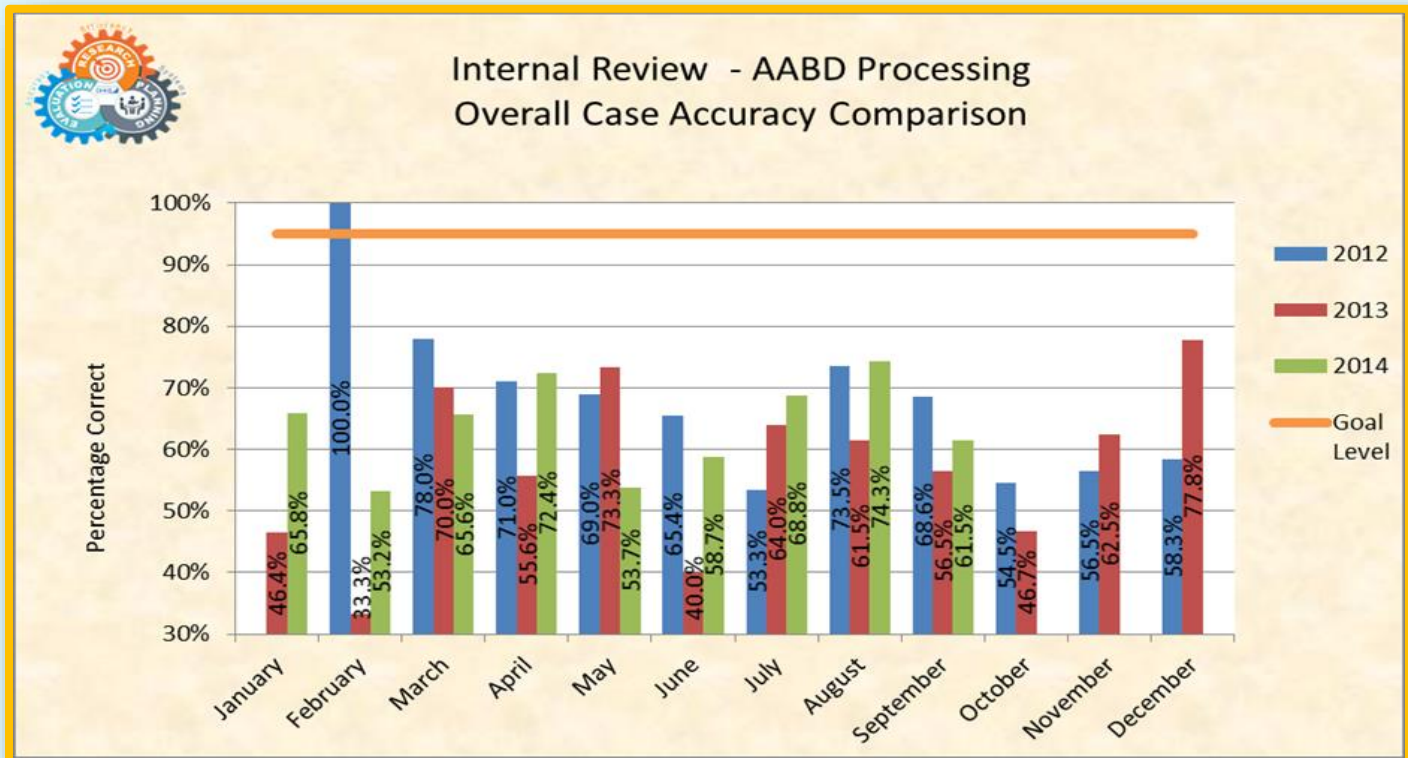
Assistance to the Aged, Blind, or Disabled Payment: Processing

Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads

Assistance to the Aged, Blind, or Disabled Payment: Change Management

Strengths/Accomplishments:

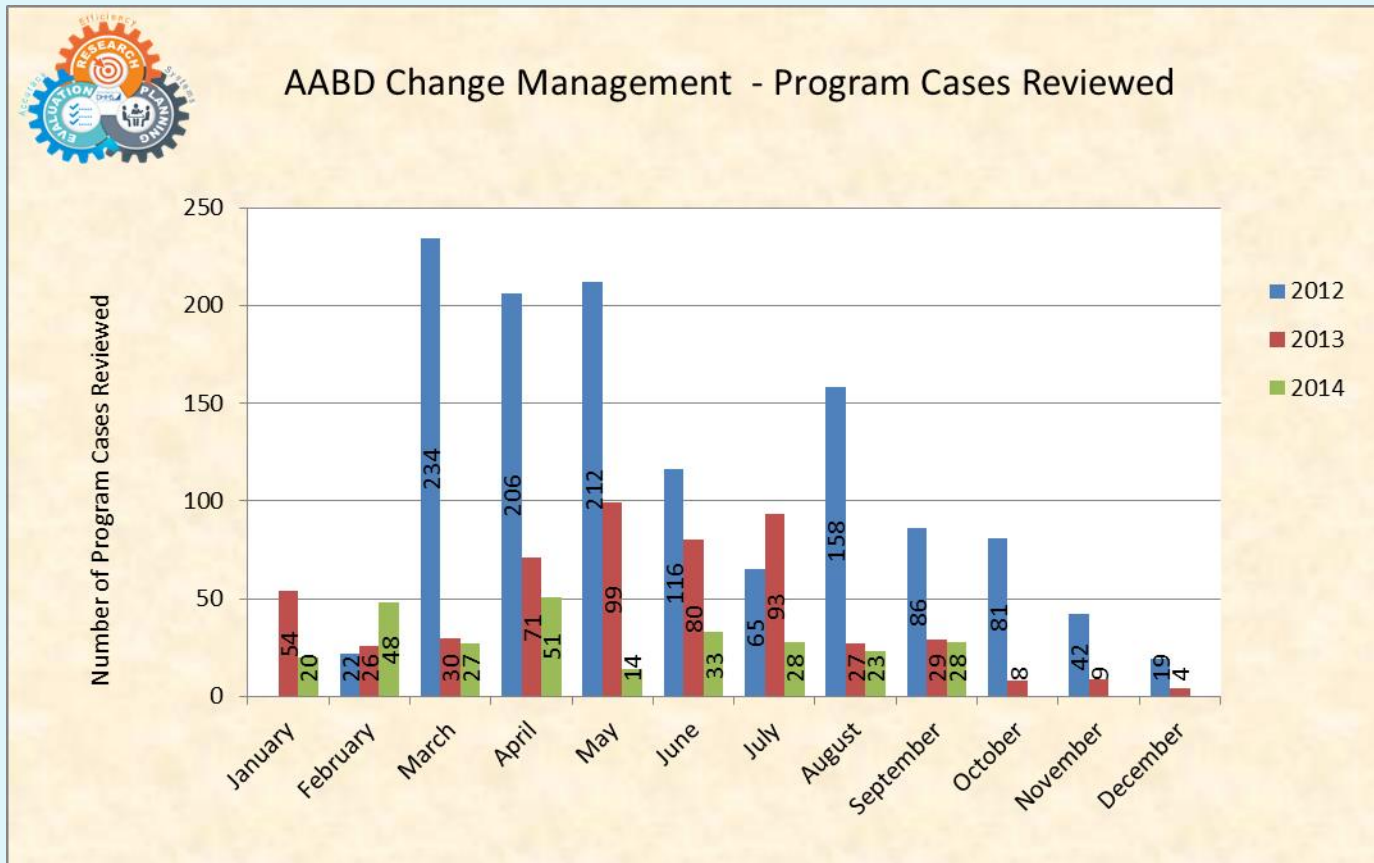**Action Items:**

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Internal Review - AABD Change Management
Overall Case Accuracy Comparison

Internal Review - AABD Change Management
Overall Element Accuracy Comparison

Assistance to the Aged, Blind, or Disabled Payment: Change Management

AABD Change Management - Highest Element Error Percentages
July-September 2014

AABD Change Management July-September 2014
Deductions - Most Frequent Causal Factors Cited

AABD Change Management July-September 2014
Overpayment/Underpayment - Most Frequent Causal Factors Cited
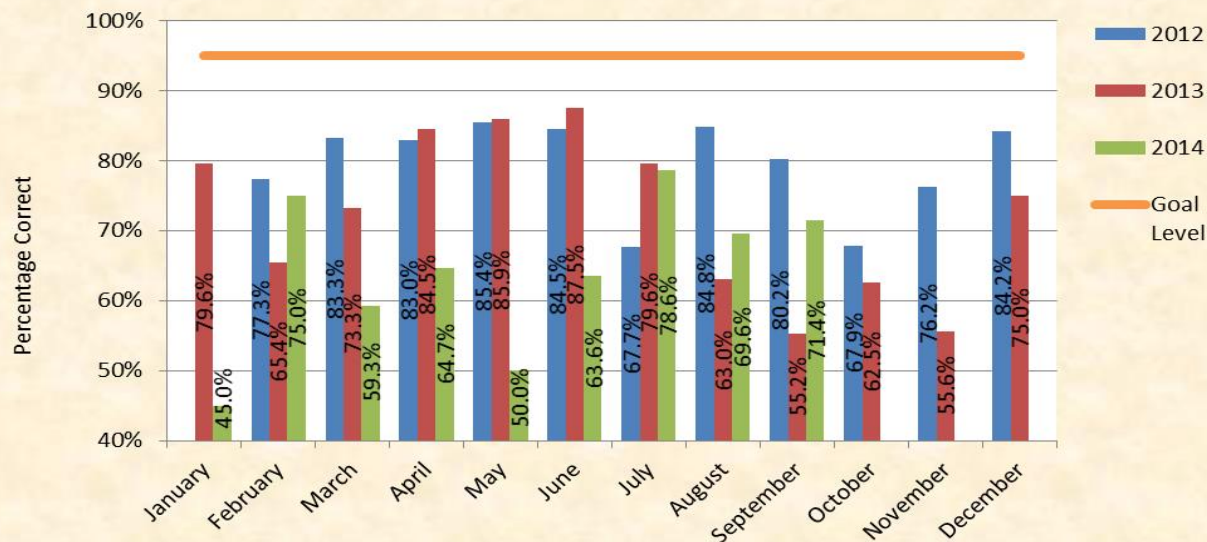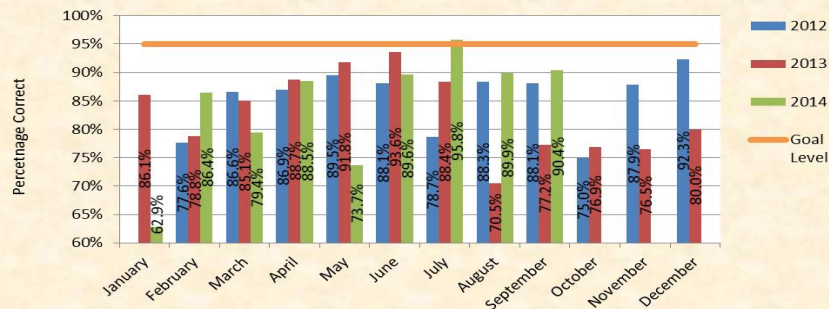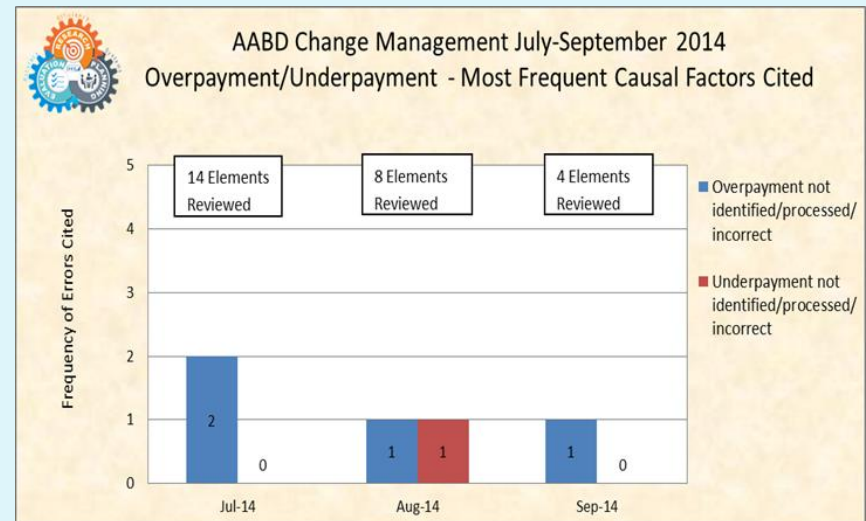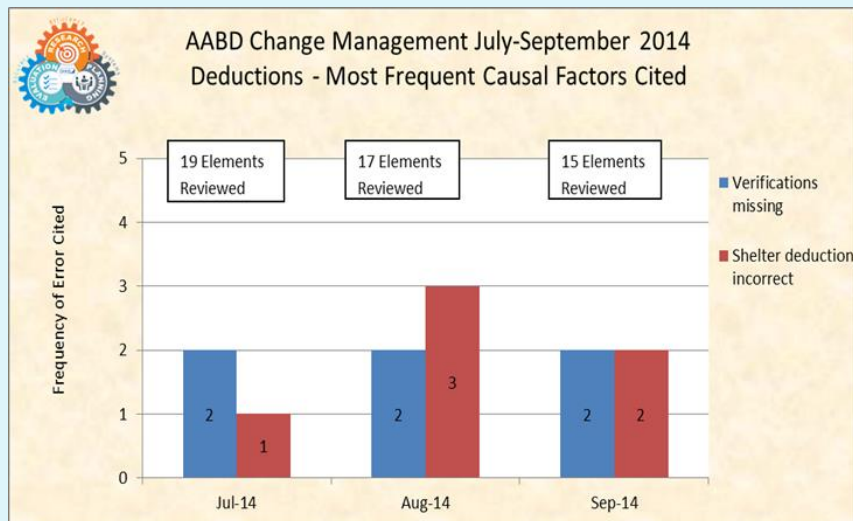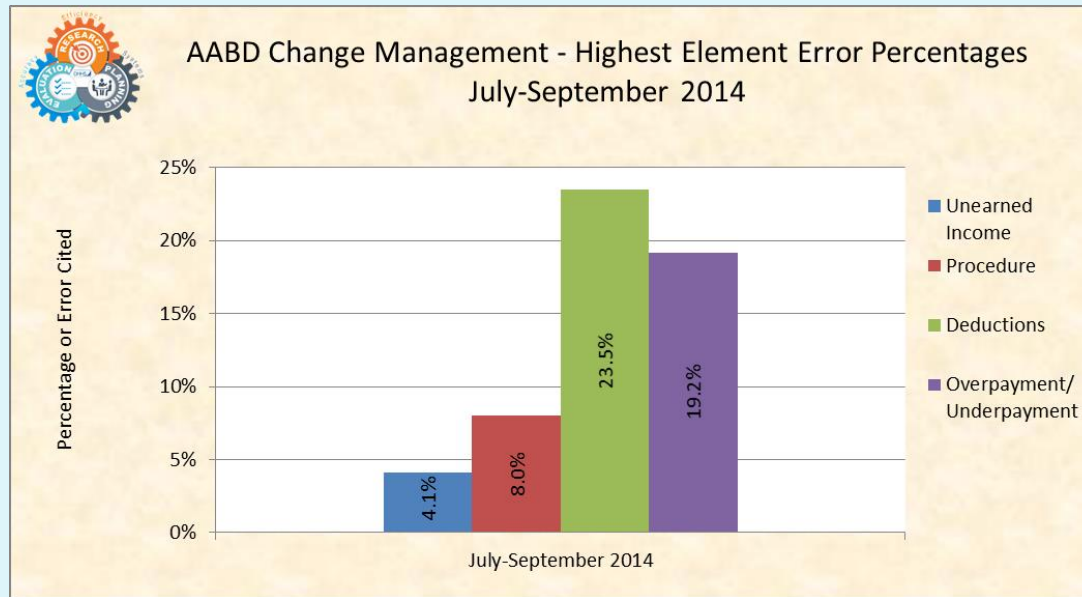
AABD Success Stories

<u>Interviewing</u>

1. Application Element: Removed Causal – Interview letter created incorrectly, last error cited 6/2014

<u>CM</u>

1. Unearned Income Element: Removed Causal – Incorrect FBR in budget, last error cited 6/2014

Social Services for Aged and Disabled Adults Accuracy

Social Services for Aged and Disabled Adults Interviewing Program Case Reads

Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.

Social Services for Aged and Disabled Adults: Interviewing

Strengths/Accomplishments:
Action Items:

Barriers:

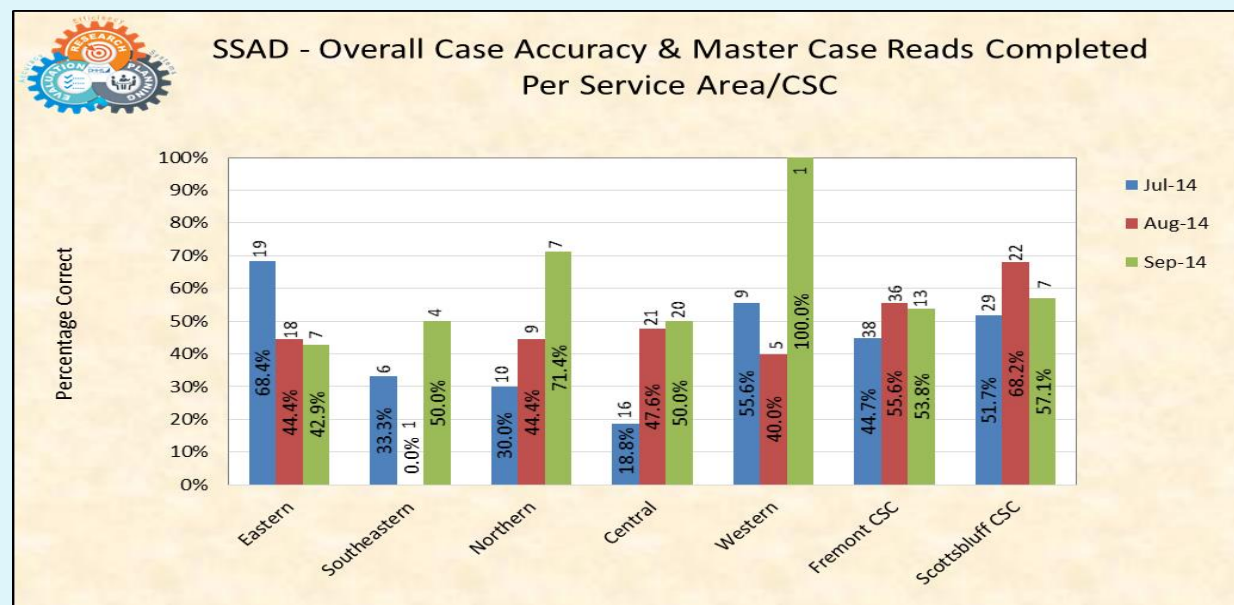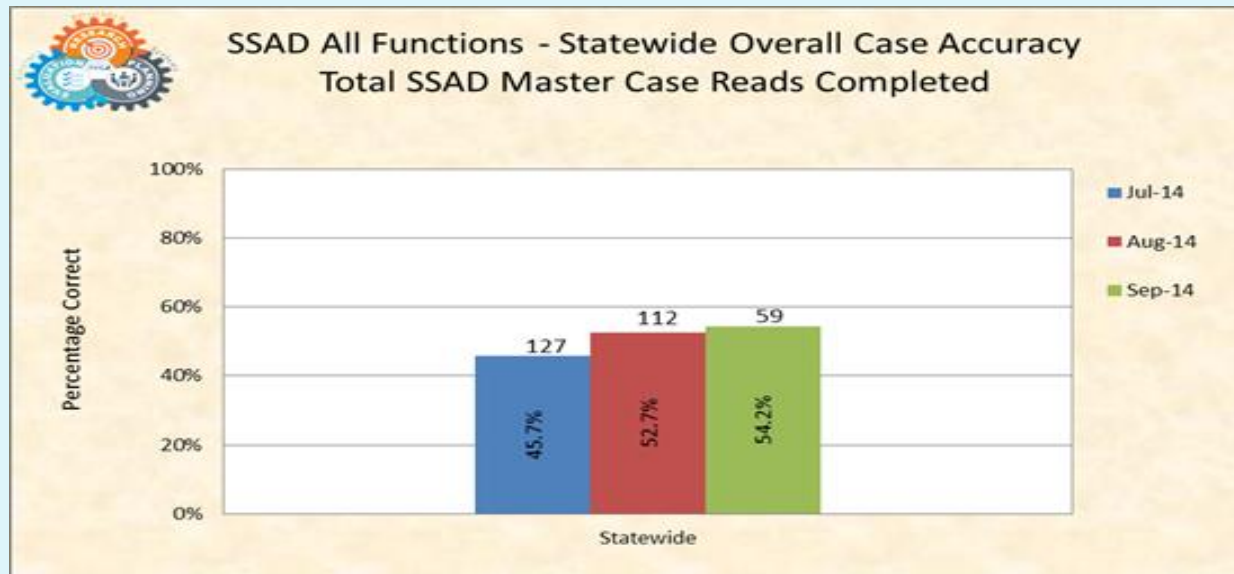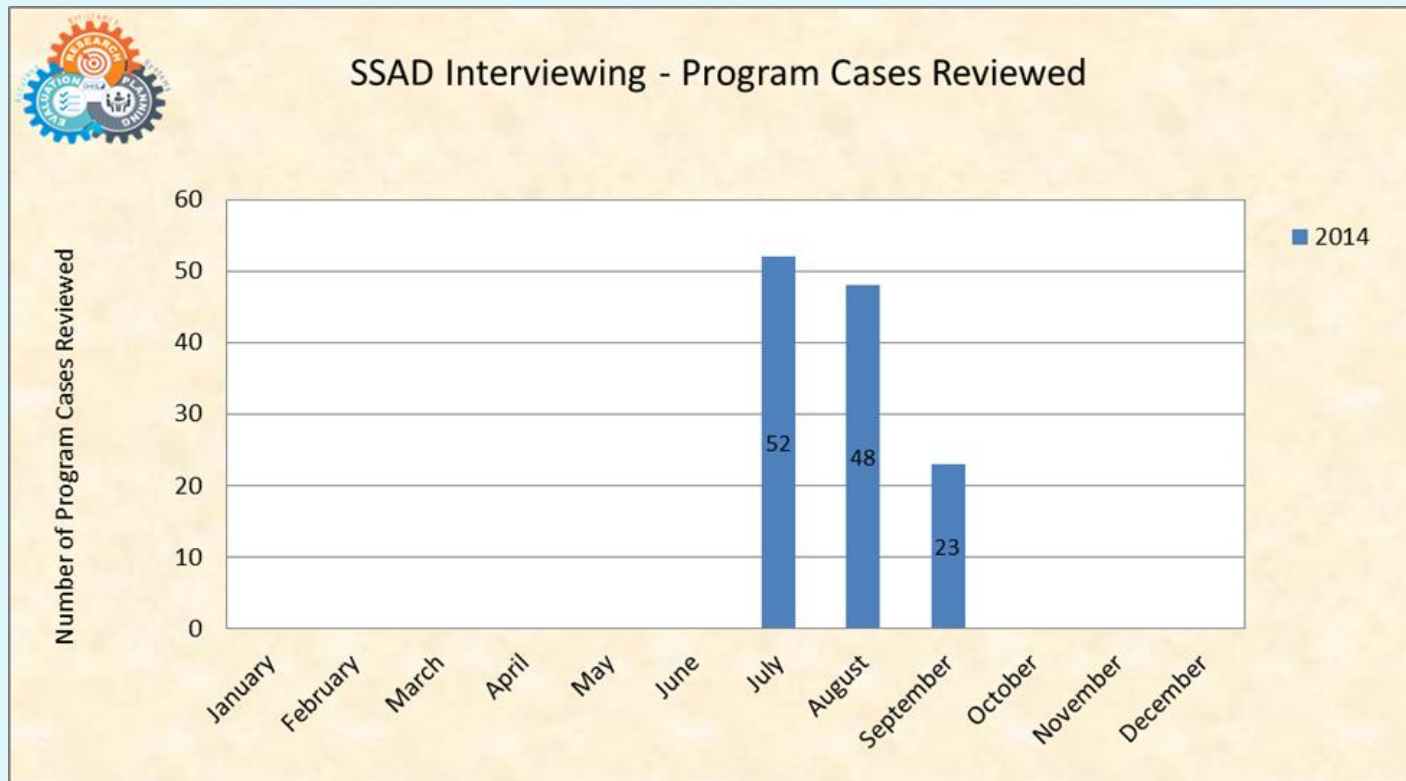Internal Review - SSAD Interviewing
Overall Case Accuracy Comparison

July 55.8%, August 58.6%, September 73.9%

Internal Review - SSAD Interviewing
Overall Element Accuracy Comparison

July 92.9%, August 93.5%, September 96.1%

Social Services for Aged and Disabled Adults: Interviewing

SSAD Interviewing - Highest Element Error Percentages
July-September 2014

SSAD Interviewing July-September 2014
Application - Most Frequent Causal Factors Cited

SSAD Interviewing July-September 2014
Procedure - Most Frequent Causal Factors Cited

Social Services for Aged and Disabled Adults Processing Program Case Reads

Social Services for Aged and Disabled Adults: Processing
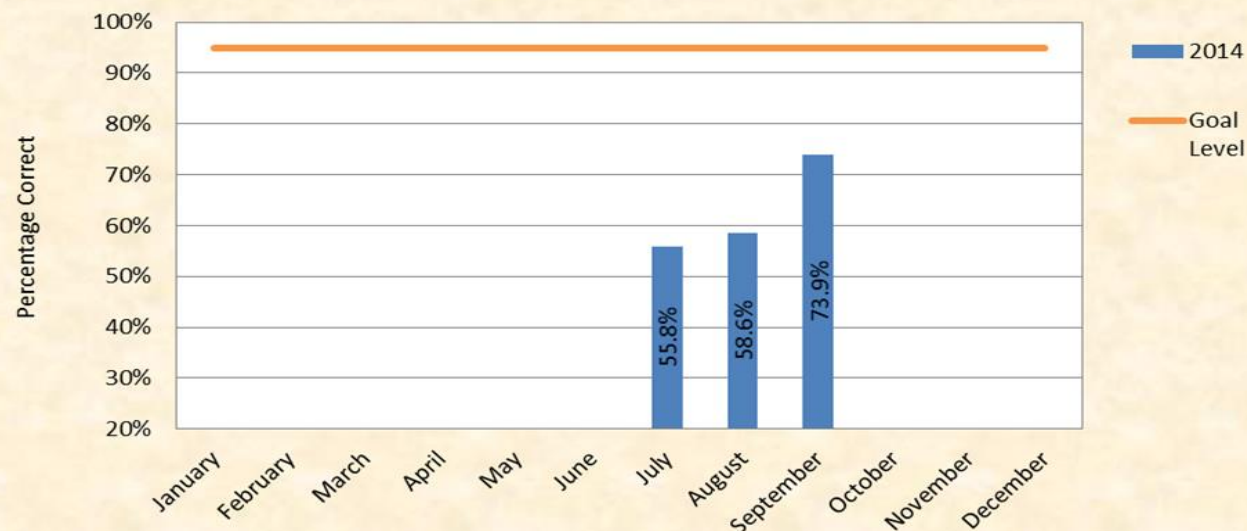
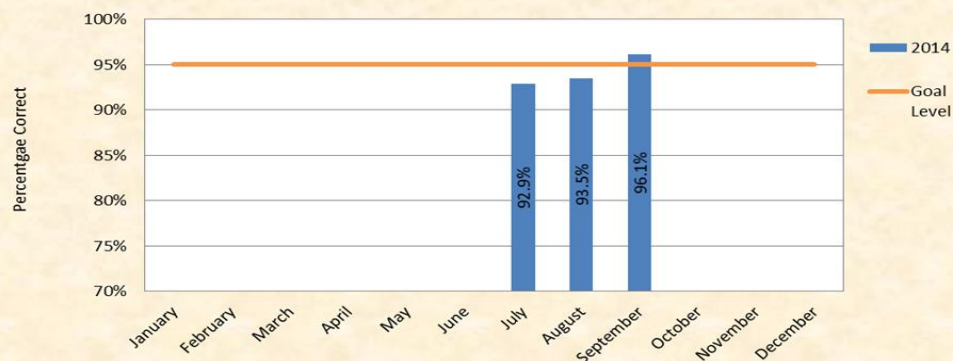**Strengths/Accomplishments:**

Action Items:

Barriers:

Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.
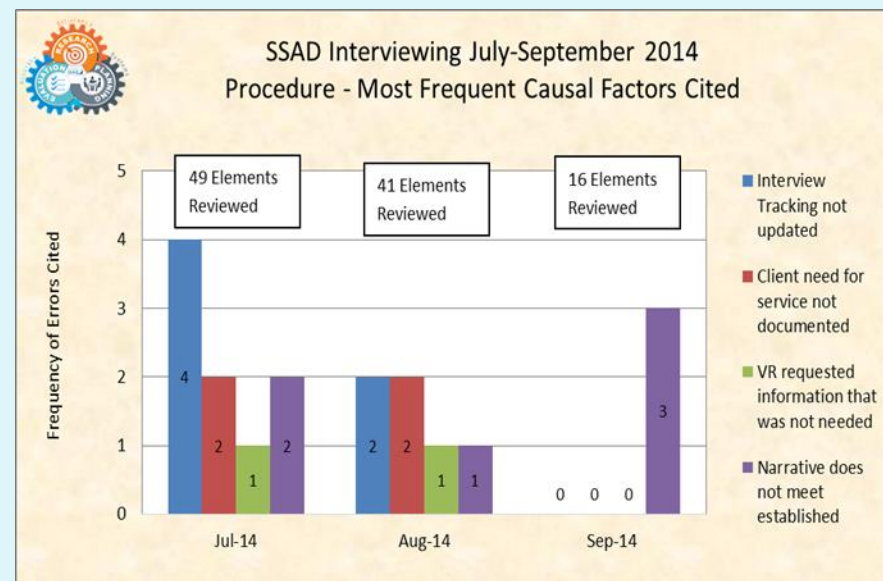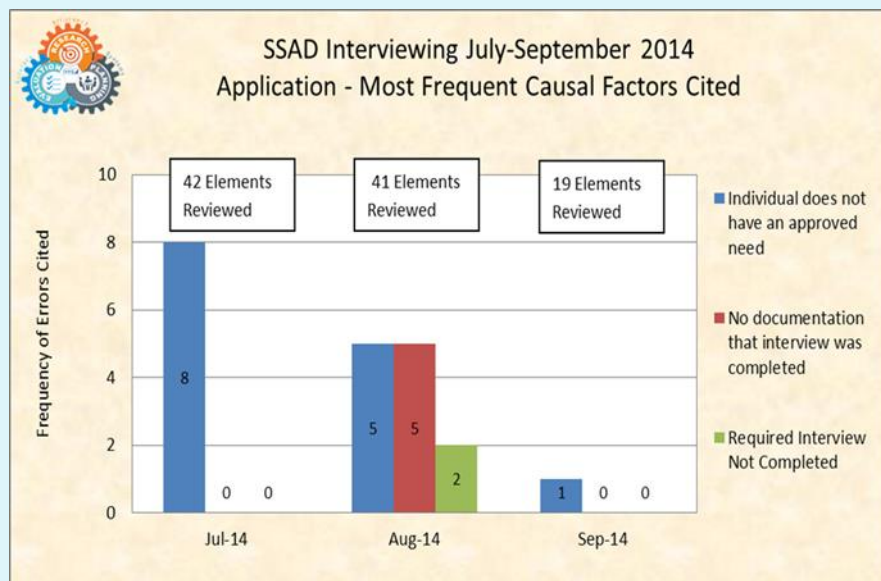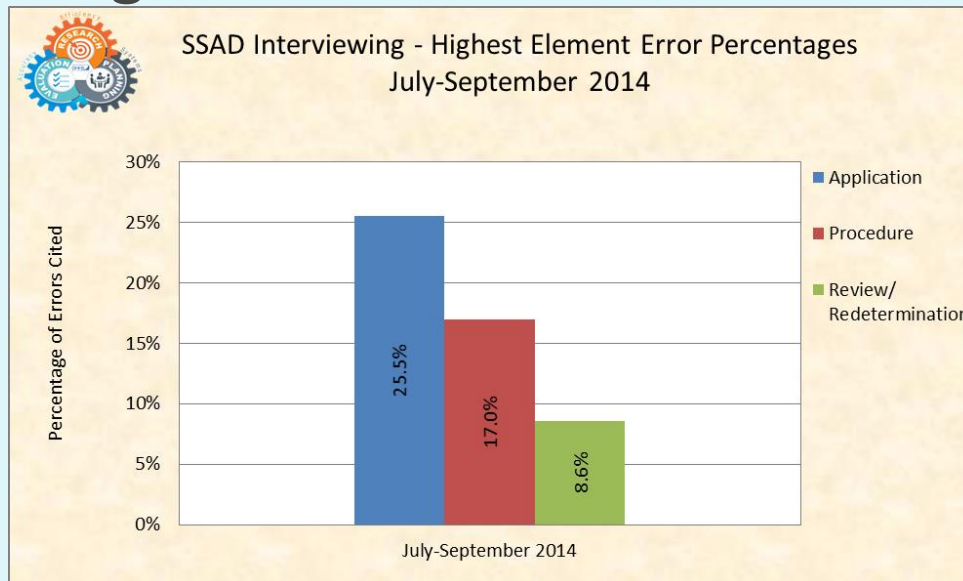

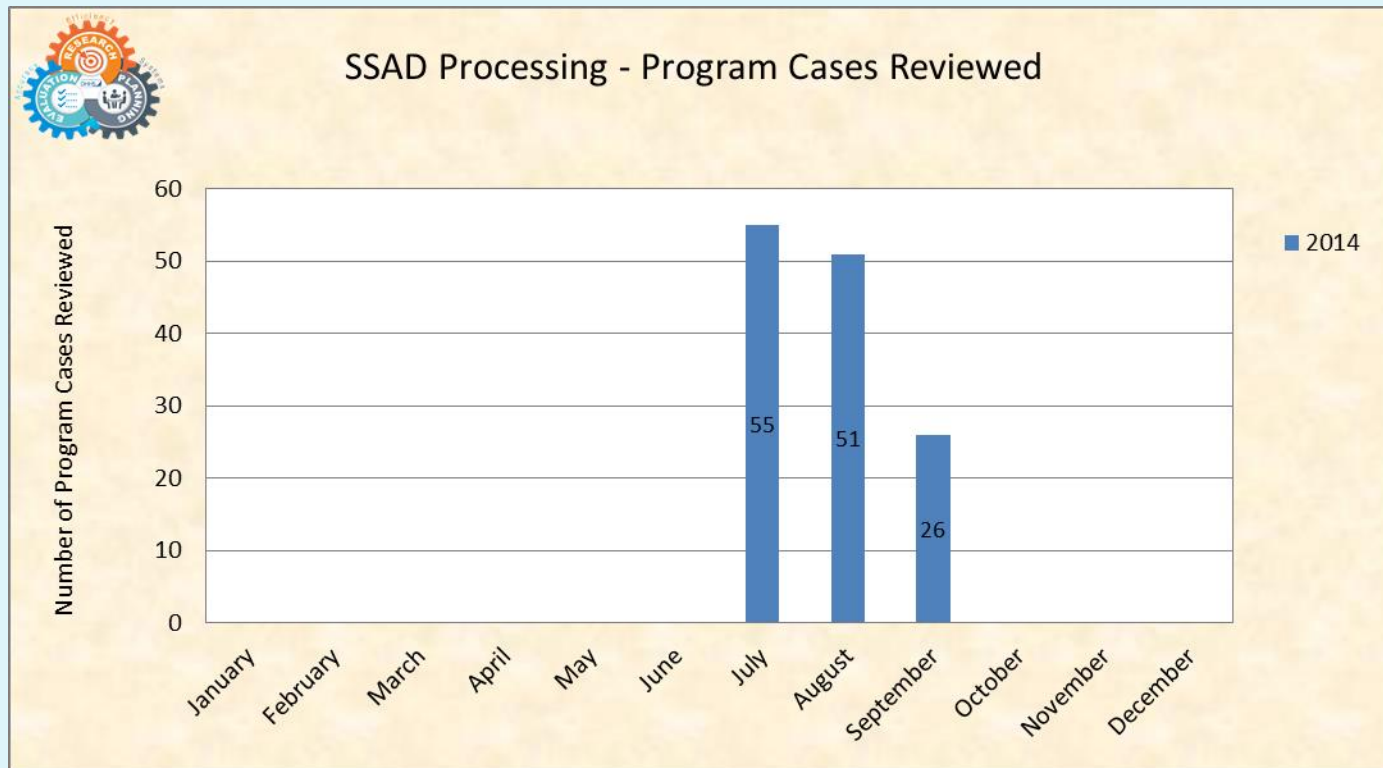Internal Review - SSAD Processing
Overall Case Accuracy Comparison

Internal Review - SSAD Processing
Overall Element Accuracy Comparison

Social Services for Aged and Disabled Adults: Processing

SSAD Processing - Highest Element Error Percentages
July-September 2014

SSAD Processing July-September 2014
Notice - Most Frequent Causal Factors Cited

SSAD Processing July-September 2014
Authorization - Most Frequent Causal Factors Cited

Social Services for Aged and Disabled Adults: Change Management Case Reads
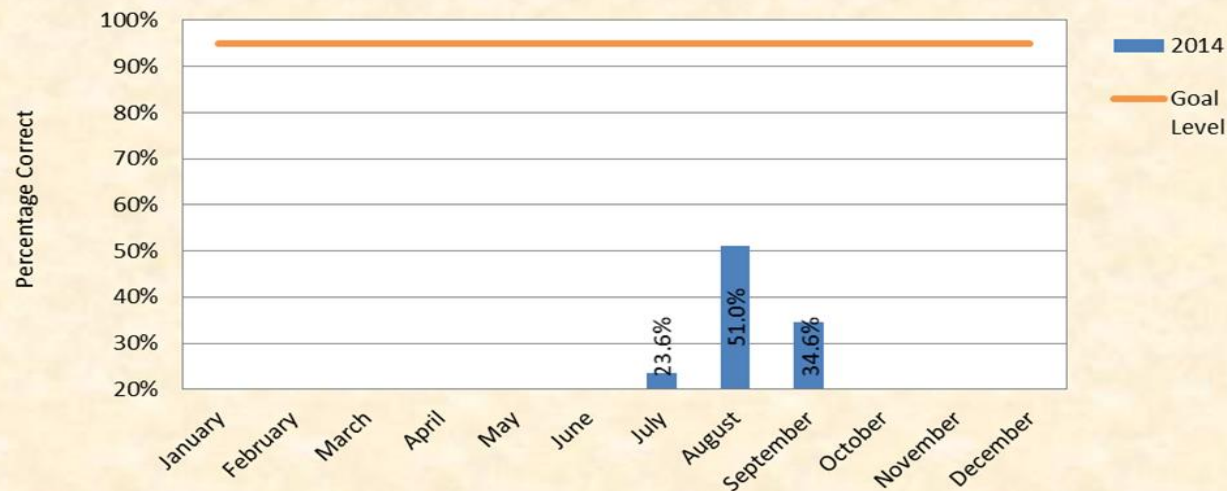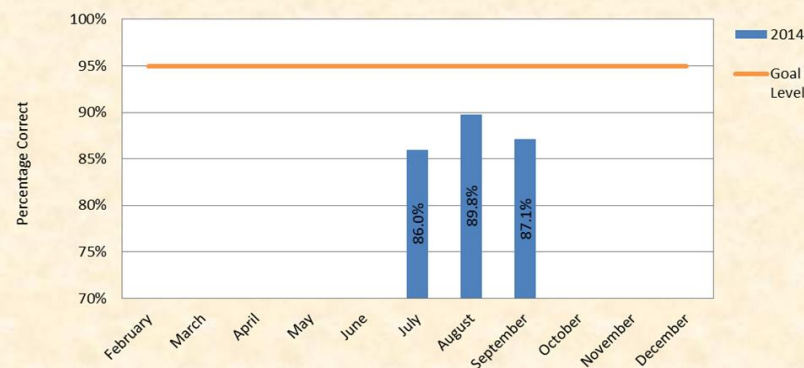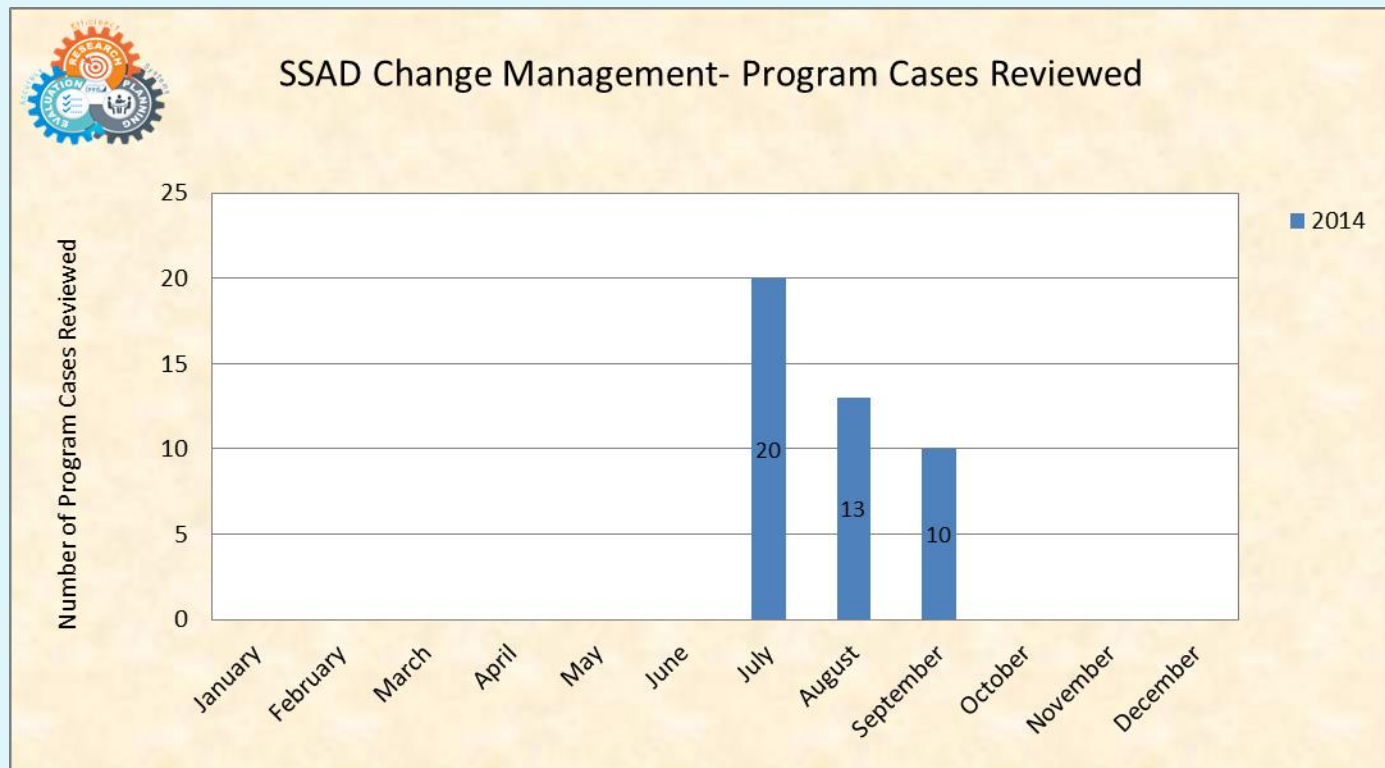
Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.
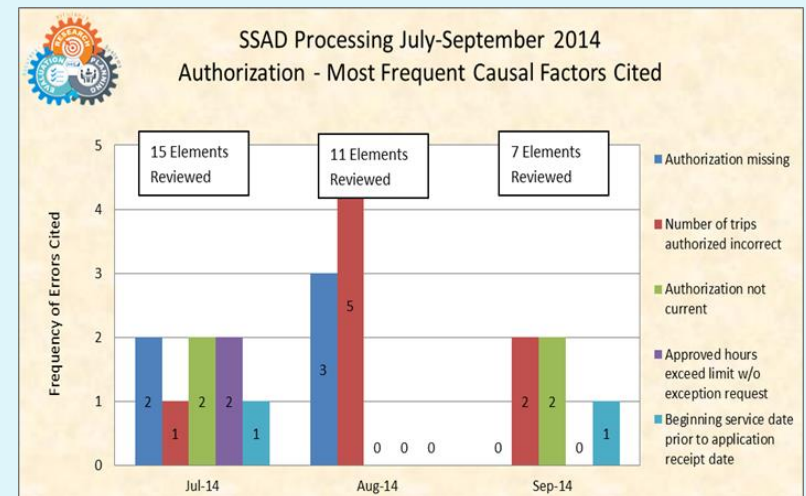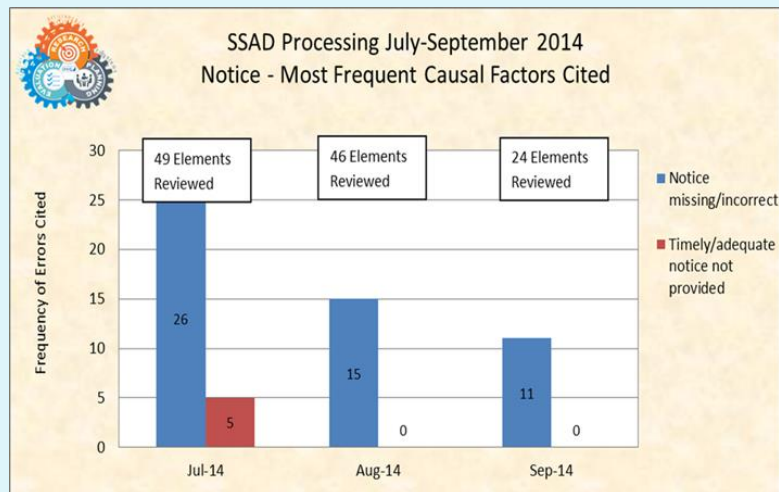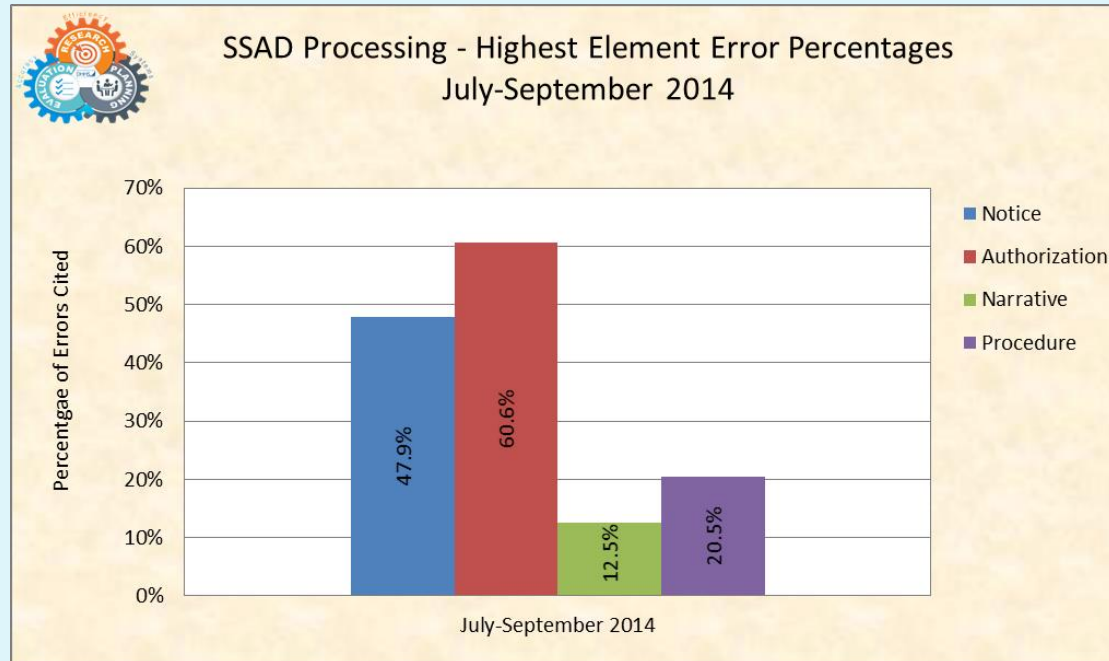
Social Services for Aged and Disabled Adults: Change Management

Strengths/Accomplishments:

Action Items:

Barriers:

Internal Review - SSAD Change Management
Overall Case Accuracy Comparison

Internal Review - SSAD Change Management
Overall Element Accuracy Comparison

Social Services for Aged and Disabled Adults: Change Management

Total Case Reviews Completed
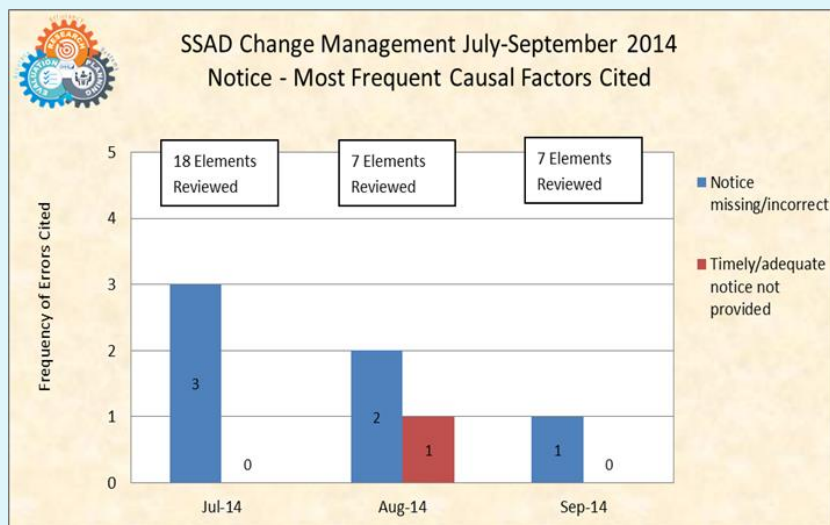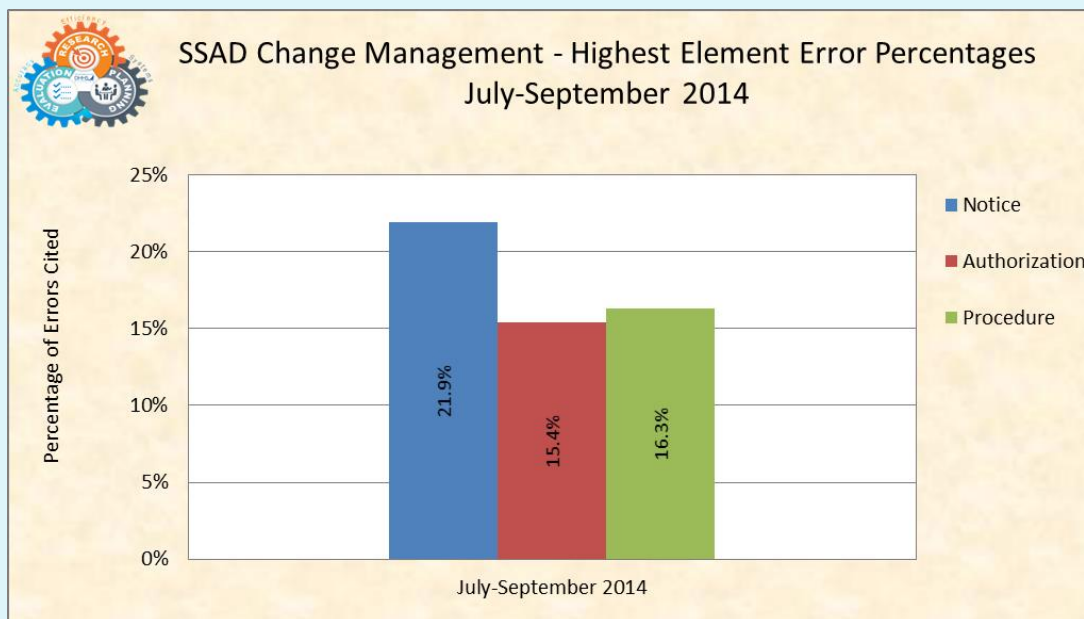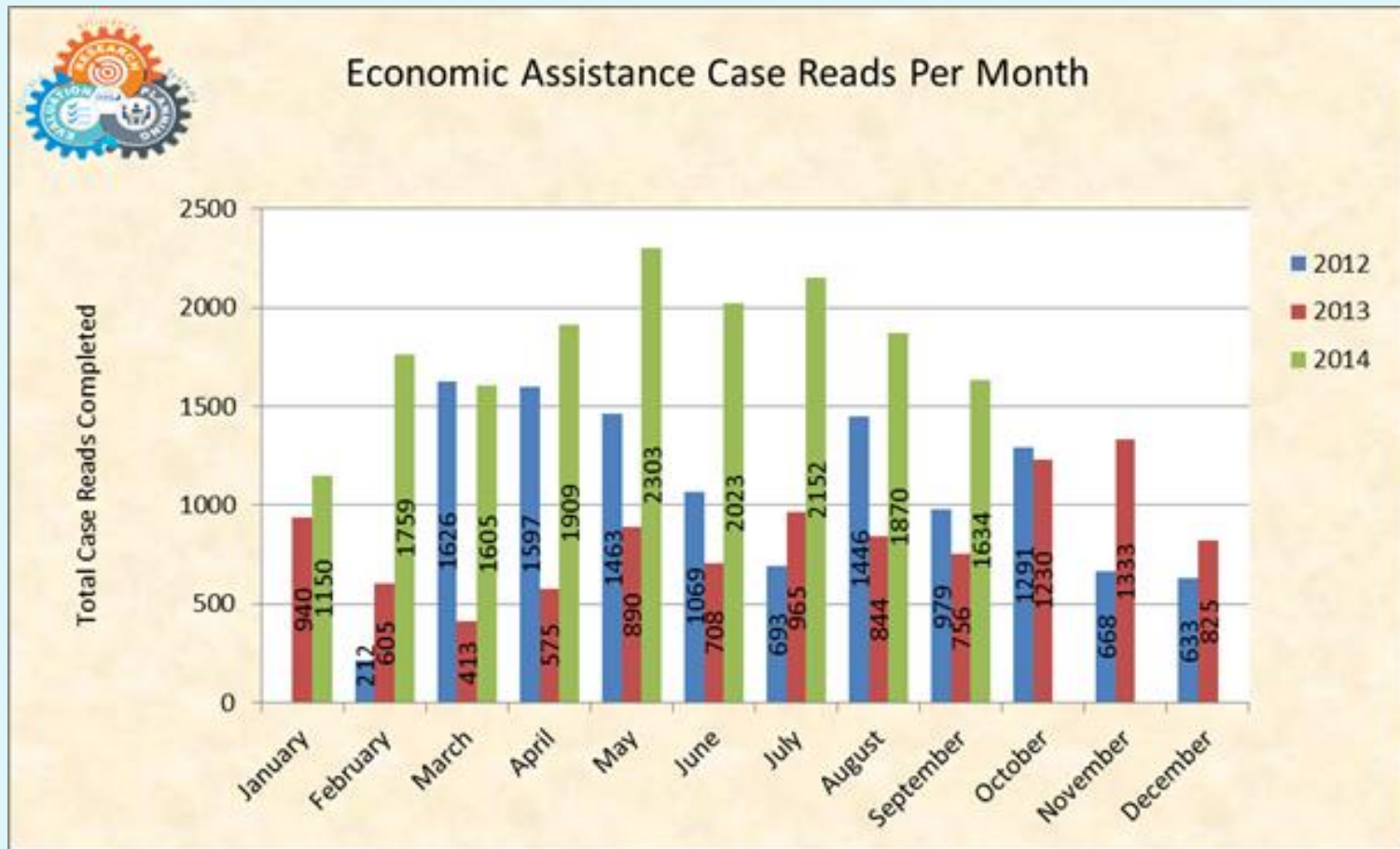

Economic Assistance Case Reads Per Month

CHAPTER 5: WORKFORCE STABILITY

Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

Goal Statement: Economic Assistance is well-qualified, trained, supervised and supported.

SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

- Total vacancy is lower than it has been in the past 2 months.

Action Items:

Barriers:

SSW + SSW/T	August 2014 as of 8/1/2014			September 2014 as of 9/1/2014			October 2014 as of 10/1/2014		
Location	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA	2	28	7.1%	2	28	7.1%	0	28	0.0%
Eastern Service Area EA	0	45	0.0%	1	45	2.2%	0	45	0.0%
Northern Service Area EA	6	23	26.1%	5	23	21.7%	1	23	4.3%
Southeast Service Area EA	1	33	3.0%	2	33	6.1%	0	33	0.0%
Western Service Area EA	1	20	5.0%	0	20	0.0%	0	20	0.0%
Local Office Total	*10*	*149*	*6.7%*	*10*	*149*	*6.7%*	*1*	*149*	*0.7%*
Fremont CSC	9	119	7.6%	8	119	6.7%	8	119	6.7%
Scottsbluff CSC	5	82	6.1%	11	82	13.4%	3	82	3.7%
Customer Service Center Total	*14*	*201*	*7.0%*	*19*	*201*	*9.5%*	*11*	*201*	*5.5%*
Total	**24**	**350**	**6.9%**	**29**	**350**	**8.3%**	**12**	**350**	**3.4%**

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state.